

FINANCE AND ICT COMPLAINTS MONITORING REPORT

QUARTER 3 (1st September – 30 November 2009)

(Note: to avoid reporting response times across quarters, the quarters are calculated one month in arrears)

Response Times – the number of complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days				
	Total	Actual	Target	Reason for Variance
Quarter 1	9	8 (89%)	85%	1 complaint was 1 working day outwith the 20 day deadline in being responded to, by Chief Executive's Section. The complaints process is currently being reviewed by the Service.
Quarter 2	6	4 (67%)	85%	1 complaint was one working day outwith the deadline and the other was outwith the deadline due further correspondence being received which led to a late response from another service.
Quarter 3	9	9 (100%)	85%	
Year to Date	24	21 (88%)	85%	

Complaints Outcomes – the number of complaints within the reporting period that progressed to Stage 2 / Ombudsman.

Number of complaints progressed		
	Stage 2	Ombudsman
Quarter 1	0	0
Quarter 2	2	1
Quarter 3	2	0
Year to date	4	1

Complaint Outcomes – the number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Dept	Type of Complaint	Outcome	Responsible Officer	Action Taken
Revenues	Housing/ Council Tax Benefit	Upheld	Customer Services Officer	Staff involved in benefit assessment have received refresher training regarding the standard and volume of evidence that they can reasonably expect benefit claimants to provide.
Payments	Process/ Procedure	Upheld	Payments Manager	Responsibilities for reviewing incoming notices has been reviewed and confirmed.
Revenues	Housing/ Council Tax Benefit	Upheld	Customer Services Officer	Staff were reminded to liaise with each other promptly and to seek any extra information that may be required from other agencies as a matter of urgency.
Revenues	Housing/ Council Tax Benefit	Part upheld	Customer Services Officer	Staff reminded to put benefit claims into payment promptly when possible while awaiting further information.

4 year Comparison

Year	Total number of Complaints	Number Upheld	Number Part Upheld	Number Not Upheld
2006/07	39	4	5	30 (77%)
2007/08	34	4	4	26 (76%)
2008/09	30	4	3	23 (77%)
2009/10	24	6	3	15 (63%)