

APPENDIX 3

FINANCE AND ICT COMPLAINTS MONITORING REPORT

QUARTER 4 (1 December 2009 – 28 February 2010)

(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%	
Quarter 4	4	4 (100%)	85%	
Year to Date	28	25 (89%)	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
Quarter 4	1	0
Year to date	5	1

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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	Complaint against Staff	Upheld	Customer Services Officer	Letter and e-mail sent to complainant apologising and advising that staff member has been made fully aware of the standards expected when communicating with customers.
Revenues	Council Tax	Part-upheld	Chief Financial Officer	The cost of phone calls to the Council's Sheriff Officers has been queried. The Sheriff Officers have offered three alternative options in response to this query and the Taxation Manager is consulting with partner Councils (shared Sheriff Officer contract) on the way forward.

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	28	7	4	17 (61%)

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