

**Complaints Analysis**

The overall number of complaints received by the Council has decreased year on year since 2009/10, a trend mirrored across Services and Departments with the exception of Community Care, Children and Families and Housing and Property Services where slight increases are evident over the last year. There is an overall downward trend over the four years with some minor statistical variation apparent year on year across services. This reflects removal of double counting involved in the work undertaken at Stage 2 and submissions to the Ombudsman. In 2011/12, in total 355 complaints were received with Housing and Property Services receiving just over a third of those, a typical proportion on reflection of previous years' results. Thereafter Community Care, Direct Services and Educational Services typically receive the most complaints, albeit at a significantly lower level than Housing and Property Services. Notable reductions are evident in Direct Services and Educational Services. This pattern is consistent with the distribution of complaints year on year and with national trends.

It should be noted that this is the last statistical report based on the old Complaints Handling Policy, the new statutory Complaints Handling Policy which was approved by Full Council on 19/9/12 and went live on 14/11/12 includes a revised definition of complaints and a resolution stage which will include numerous service delivery type issues within the parameters of the policy that previously fell outwith the complaints process. This change is replicated across Scotland. Early indications are that this change may show an increase in complaints possibly in the order of 400%. It is important to note that this is because of a national change in recording practice and definition rather than any local service delivery issues. There will no longer be two investigation stages, instead there will be a short five day resolution stage followed if necessary or where appropriate by a 20 day investigation stage. The statistical increase will relate to issues being captured in the resolution stage which were previously not recorded, or were recorded as service delivery issues.

**Number of New Stage 1 & 2 Complaints Received**

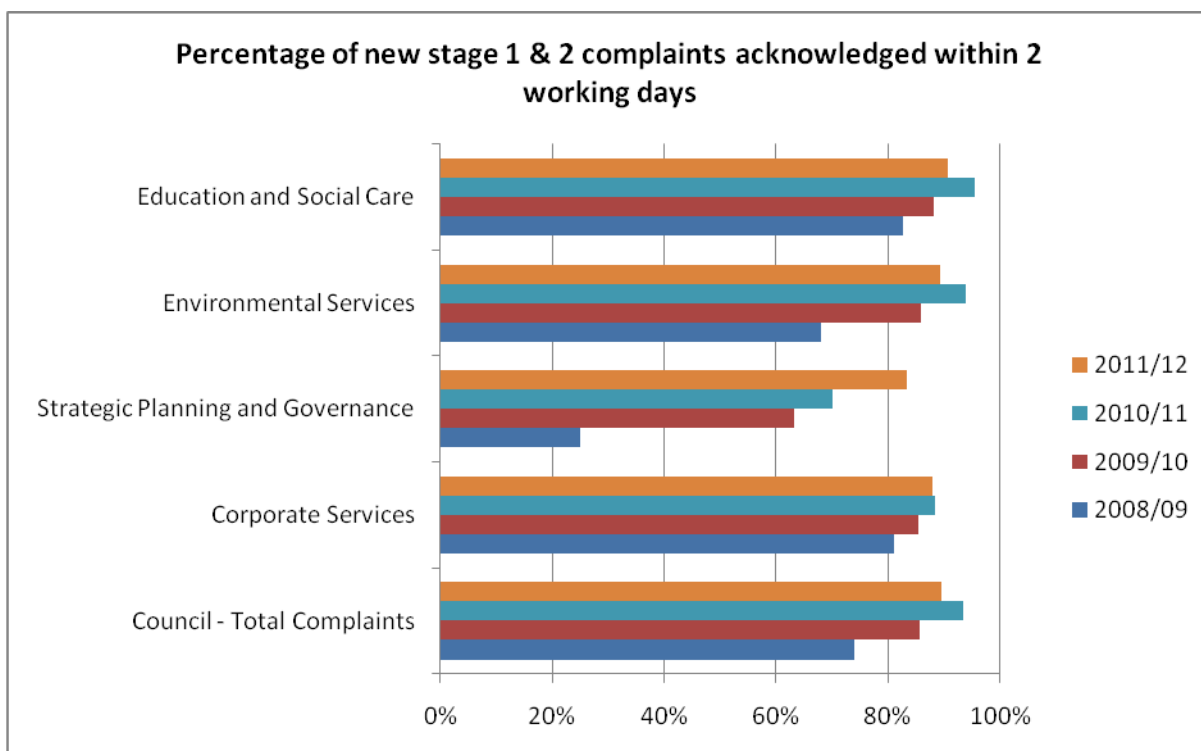
	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
<b>Council - Total Complaints</b>	434	485	397	355
<b>Corporate Services</b>	37	48	26	25
Finance & ICT	33	36	23	24
Legal & Democratic	4	12	3	1
<b>Strategic Planning and Governance</b>	4	19	10	6
<b>Environmental Services</b>	237	283	230	205
Development Services	57	52	43	37
Direct Services	45	113	74	50
Housing and Property Services	135	118	113	118

<b>Education and Social Care</b>	156	135	131	119
Children and Families (inc Criminal Justice)	23	34	28	32
Community Care	61	48	40	61
Educational Services	72	53	63	26

Internally, the Council's standard is to acknowledge all complaints within 2 working days. Results across the four services exceeded 85% over the past three years with the exception of Strategic Planning and Governance, where small numbers have a significant effect on percentage results. It should be noted that national performance measures are being developed for the new statutory Complaints Handling Policy. Revised local targets/standards will need to be developed to monitor these measures. The attached Committee Report suggests the process and timescales for setting new targets.

**Percentage of new stage 1 & 2 complaints acknowledged within 2 working days**

	2008/09	2009/10	2010/11	2011/12
<b>Council - Total Complaints</b>	74%	86%	93%	90%
<b>Corporate Services</b>	81%	85%	88%	88%
Finance & ICT	82%	86%	87%	88%
Legal & Democratic	75%	83%	100%	100%
<b>Strategic Planning and Governance</b>	25%	63%	70%	83%
<b>Environmental Services</b>	68%	86%	94%	89%
Development Services	51%	92%	86%	86%
Direct Services	73%	80%	93%	90%
Housing and Property Services	73%	89%	97%	90%
<b>Education and Social Care</b>	83%	88%	95%	91%
Children and Families (inc Criminal Justice)	87%	88%	89%	88%
Community Care	79%	79%	95%	90%
Educational Services	85%	96%	98%	96%

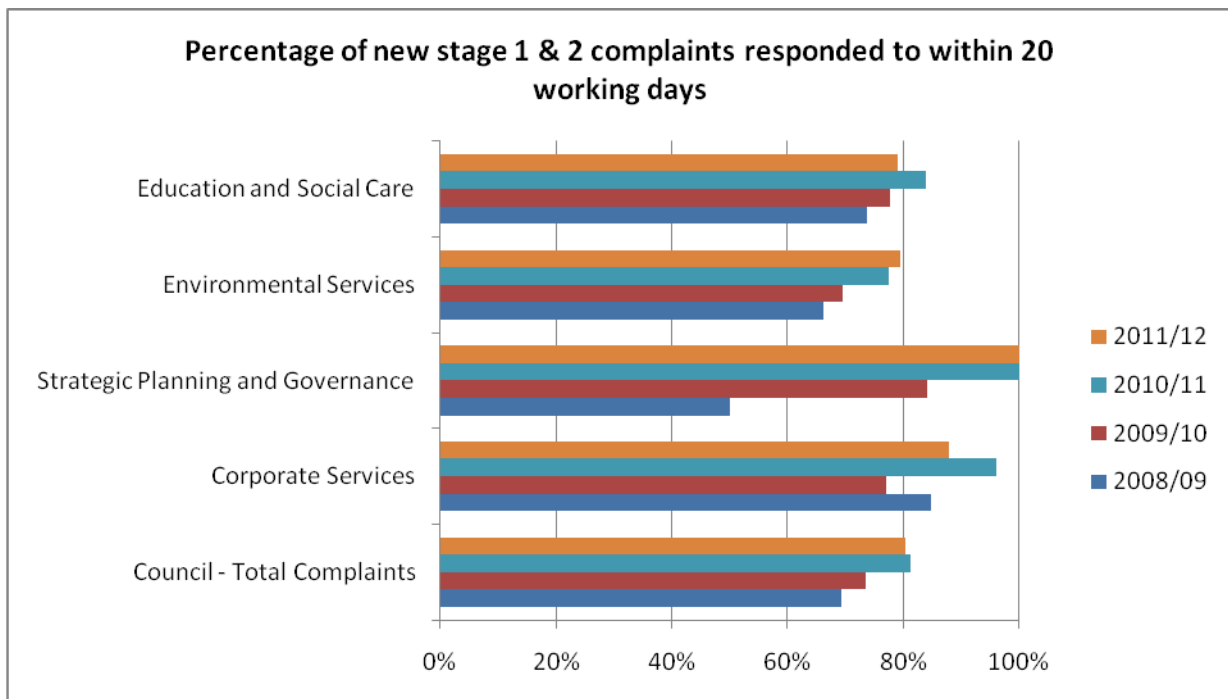


The Council's current standard is to respond to 85% of complaints within 20 working days. Likely due to limited volumes, Corporate Services and Strategic Planning and Governance have achieved targets. Environmental Services have showed improved performance over the last 4 years albeit remain below target with 80% responded to within 20 working days. Further analysis shows that Housing and Property Services have suffered some slippage in performance during 2011/12 and with such a significant number of complaints this will impact on the overall service result. Education and Social Care have also had a fall of in performance during 2011/12 with 79% of complaints responded to within 20 working days, notably, Educational Services have had a significant reduction in the number of complaints received in 2011/12 but perhaps an unexpected significant drop in performance too in turning responses around whereas Community Care have had a increase in the number of complaints received and as a result perhaps a more understandable drop in performance, both elements will have contributed to the overall decrease in the service result. It should be noted that in the majority of cases an interim holding letter offering explanation for the delay is sent to complainants, with complexity being the main reason for delays.

**Percentage of new stage 1 & 2 complaints responded to within 20 working days**

	2008/09	2009/10	2010/11	2011/12
<b>Council - Total Complaints</b>	69%	74%	81%	80%
<b>Corporate Services</b>	85%	77%	96%	88%
Finance & ICT	85%	83%	96%	88%
Legal & Democratic	0%	58%	100%	100%

<b>Strategic Planning and Governance</b>	50%	84%	100%	100%
<b>Environmental Services</b>	66%	70%	77%	80%
Development Services	49%	62%	63%	78%
Direct Services	73%	70%	70%	96%
Housing and Property Services	71%	73%	88%	73%
<b>Education and Social Care</b>	74%	78%	84%	79%
Children and Families (inc Criminal Justice)	96%	76%	89%	88%
Community Care	56%	73%	83%	78%
Educational Services	82%	83%	83%	69%



Although the number of complaints has dropped by 10%, it is noteworthy from the tables and graph below that the percentage Upheld or Part Upheld has increased in 2011/12. At a department level, increases are evident across all except Development Services, Direct Services and Educational Services. All increases are minor apart from Housing and Property Services, who with a similar number of complaints have increased from 18% of complaints upheld or part upheld in 2010/11 to 42% in 2011/12. The quality of complaint investigation has improved providing complainants with more balanced outcomes which also contribute to service improvement.

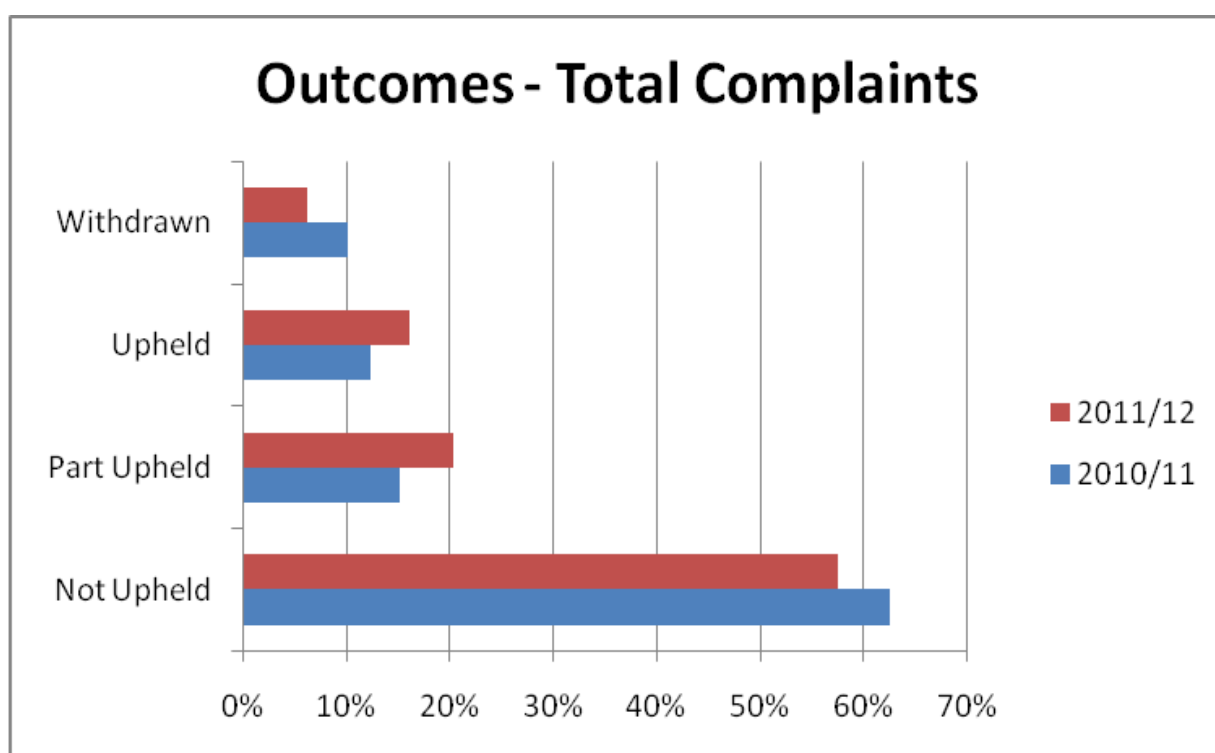
## Stage 1 & 2 Complaints Outcomes

2010/11	Total New	Not Upheld	Part Upheld	Upheld	Withdrawn
<b>Council - Total Complaints</b>	397	248	60	49	40
<b>Corporate Services</b>	26	16	2	6	2
Finance & ICT	23	14	2	5	2
Legal & Democratic	3	2	0	1	0
<b>Strategic Planning and Governance</b>	10	7	2	0	1
<b>Environmental Services</b>	230	168	31	22	9
Development Services	44	20	16	7	1
Direct Services	73	57	3	7	6
Housing and Property Services	113	91	12	8	2
<b>Education and Social Care</b>	131	57	25	21	28
Children and Families (inc Criminal Justice)	28	12	5	5	6
Community Care	40	17	12	8	3
Educational Services	63	28	8	8	19

## Stage 1 & 2 Complaints Outcomes

2011/12	Total New	Not Upheld	Part Upheld	Upheld	Withdrawn
<b>Council - Total Complaints</b>	355	204	72	57	22
<b>Corporate Services</b>	25	14	2	8	1
Finance & ICT	24	14	2	8	0
Legal & Democratic	1	0	0	0	1
<b>Strategic Planning and Governance</b>	6	4	2	0	0

<b>Environmental Services</b>	205	133	41	29	2
Development Services	37	21	15	1	0
Direct Services	50	43	2	3	2
Housing and Property Services	118	69	24	25	0
<b>Education and Social Care</b>	119	53	27	20	19
Children and Families (inc Criminal Justice)	33	12	6	5	10
Community Care	60	25	18	10	7
Educational Services	26	16	3	5	2



Outcome remedies can be compared between 2011/12 and 2010/11, where there has been a reduction in the percentage using redress to remedy over increases in both reinforcement and reimbursement, notable in Housing and Property Services, likely due to the sharp increase in the number of complaints upheld or part upheld. In addition it should be noted that the introduction of the new Complaints Handling Policy includes steps to raise the profile and improve the effectiveness of service delivery improvements that are identified during investigation of complaints.