

**FORMAL COMPLAINTS MONITORING**  
**JUNE - JULY 2009-10 (1<sup>st</sup> Quarter)**

**1. Formal Complaints (Stage 2)**

<b>Number of complaints</b>	<b>Target met (10 days)</b>	<b>Complaint Justified</b>	<b>Complaint Partly Justified</b>	<b>Complaint Not Justified</b>
18	9	3	5	10

**Details of those Justified/Partly Justified**

<b>Service</b>	<b>Nature of Complaint</b>	<b>Justified/Partly Justified</b>	<b>Action taken or explanation</b>	<b>Service Improvement Recommended</b>
Revenues	Rude / attitude of officer and did not take account of what able to pay	Partly	Spoke with member of staff who was the subject of the complaint. Spoke with her about how non priority debt and failure to make payments can be discussed with taxpayers when contacting them about financial statements	None - One off situation
Benefits	How she was spoken to and clarity of information/how much taken by direct debit	Partly	Less experienced temporary worker took original call - may not have been confident of response - reminded to transfer call or ask for help if not sure of answer	None - One off situation
Property	Sale of land - poor service/boundaries not marked out/delays in progressing	Partly	Decision on extent of boundary to be taken	None - One off situation

<b>Service</b>	<b>Nature of Complaint</b>	<b>Justified/ Partly Justified</b>	<b>Action taken or explanation</b>	<b>Service Improvement Recommended</b>
Council Tax, OSS, Environmental Services	Not able to leave post dated cheques for Council Tax whilst away and unhappy with response received from Council Tax & OSS	Partly	Details advised to complainant in phone call to Council Tax reconfirmed in letter. Two ways to pay whilst away offered. Acknowledge that could have had better service from CSAs.	None - One off situation
Capital	Leaking shower at property	Justified	Inspected - inherited bathroom put in by previous tenant. A pipe located behind boxing at back of the shower was leaking. Brought forward new bathroom due to repairs required	Matter should have been identified sooner. Communication between contractors and Redditch Borough Council to be quicker
Asset Maintenance	Uneven path	Partly	Further inspection carried out. Instructions issued for repairs within 28 days	Former RBC properties should consider 'external' liabilities at the RTB application stage.
Care & Repair	North Worcs Care & Repair Service	Justified	Works now being undertaken and fees to be paid	None - One off situation
Tenancy	Problem with mutual exchange and rent arrears	Justified	Housing benefit appeal re-assessed and tenant was not in rent arrears	None - One off situation

## 2. **Complaints Appeals (Stage 3)**

<b>Number Received</b>	<b>Target Met</b>
4	2

### 3. Member Complaint Appeals (Stage 4)

None received during 1<sup>st</sup> Quarter.

### 4. Ombudsman Monitoring

<b>Complaint (service)</b>	<b>Date of Letter</b>	<b>Target</b>	<b>Letter sent on (by e-mail)</b>	<b>Response time</b>	<b>Average Resonse time (culmulative)</b>	<b>Ombudsman Determination</b>
Property Services	22 4 09	16 05 09	09 06 09	48 days	48 days	(not yet received)
Housing recharges	24 04 09	18 05 09	08 05 09	14 days	31 days	No Maladministration
Housing Options	02 06 09	26 06 09	23 06 09	21 days	28 days	(not yet received)
Housing Repairs	30 06 09	24 07 09	21 07 09	21 days	26 days	No Maladministration

#### Ombudsman - Previous performance

<b>Year</b>	<b>Number of Enquiries</b>	<b>RBC average days</b>
03/04	-	66.7 days
04/05	-	36.4 days
05/06	-	22.5 days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days