

**COMPLAINTS MONITORING**

**July - September 2009-10 (2<sup>nd</sup> Quarter)**

**Formal Complaints (Stage 2)**

	Number of complaints	Target met (response within 10 working days)	Complaint Justified	Complaint Partly Justified	Complaint Not Justified	Still awaiting response from officers (whether justified or not)
1 <sup>st</sup> Quarter	18	9 (50%)	3	5	10	-
2 <sup>nd</sup> Quarter	23	17 (74%)	2	8	12	1

**Details of those Justified or Partly Justified**

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Landscape	Garden maintenance – grass growth	Justified	Instruction issued to complete scheduled works asap. Unable to mow so spraying required.	Work not done in accordance with maintenance schedule – brought to attention of Environmental Operations Supervisor

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Waste Collection	Overflowing Dustbins	Partly	Standard family home with two bins, kept in the alleyway and this seems fine. Neighbouring property converted into four flats. Three bins were left out which were empty, with no rubbish by them. There were however bulky items left in the front garden. This is a private property and no bulky items booked in for collection. Therefore, no Waste Collections rules are being broken. Officers have been asked to consider if other enforcement action is appropriate to get the site tidied.	None but will continue to monitor
Housing Options	How housing application was handled.	Partly	Letter sent out in error re rent arrears – apology made. Offer now made for property and accepted.	No service improvement required in this instance.
OSS/Special Needs (Tenancy)	Contact Centre, Special Needs information and Housing application	Partly	Apologies for misunderstanding re Contact Centre. The tenant has been visited and a recommendation given for ground floor accommodation	Questions raised when particular repairs are reported to the Contact Centre will be reviewed.

<b>Service</b>	<b>Nature of Complaint</b>	<b>Justified/ Partly Justified</b>	<b>Action Taken or explanation</b>	<b>Service Improvement</b>
Bereavement Services/landscaping	Issues about weed spraying at the cemetery	Justified	Explanation of actions in writing following investigation, including written apology. Discussion with Manager and complainant re options to rectify although may be no short term solution	Review situation, discuss options and look to introduce a new method prior to next application (spraying). Staff selection and training to be considered for this task in future.
Income	Cancellation of gym membership and attitude of member of staff	Partly	Discussed with member of staff customer's perceived view of the Council. Although resident was aware of cancellation procedure, response times need to be reviewed.	Introduce a service standard within Income Team's own standards of expected times for gym membership cancellation responses.
Antisocial Behaviour/Tenancy	ASB – no communication despite submission of diary sheets. Tenancy – insensitive letter	Partly	Complaint of ASB had been addressed by officers, however, an apology was given if a letter sent by Tenancy was misconstrued.	One off situation.
Waste Collection	Waste not collected	Partly	Apology made for failing to empty bin	Service Standards examined and amended as necessary

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Waste Management, Landscape & Environmental Services	Problems with litter, grass cutting and lack of dog bins	Partly	Mowing of grass was complete and to standard. Weed spraying was not to standard. Requests for Mayfields Park checked on system, and two found. Head of Operations and Environmental Operations Manager investigating some ongoing issues.	Request for area to be weed spraying was completed on the 22/09/09. Request to be logged regarding dog bins for area to be monitored by Enforcement Officer.
Benefits	Told not eligible for Benefits, but has no income and recently threatening letters from Revenues following cancellation of DD.	Partly	Original decision revised and CT Benefit awarded. Apologised delay in response.	Review work distribution options to allow more accountability and consistency. Reminder to staff about prioritising items. Bt December 2009.

**Complaints Appeals (Stage 3)**

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 <sup>st</sup> Quarter	4	2 (50%)	0
2 <sup>nd</sup> Quarter	10	8 (80%)	0

**Member Complaint Appeals (Stage 4)**

	<b>Number</b>
1 <sup>st</sup> Quarter	1
2 <sup>nd</sup> Quarter	3

**COMPLAINTS MONITORING**  
**JULY-SEPTEMBER 2009-10 (2<sup>nd</sup> Quarter)**

**OMBUDSMAN MONITORING - 2009/10 Response times & Outcomes**

<b>Complaint (service)</b>	<b>Quarter received</b>	<b>Info requested on</b>	<b>Target for response</b>	<b>Letter sent on (by e-mail)</b>	<b>Response time</b>	<b>Average Response time (cumulative)</b>	<b>Outcome</b>
Property Services	1 <sup>st</sup>	22 04 09	16 05 09	09 06 09	48 days	48 days	Local Settlement - £500 compensation & waiver of £121 legal costs
Housing recharges	1 <sup>st</sup>	24 04 09	18 05 09	08 05 09	14 days	31 days	No maladministration
Housing Options	1 <sup>st</sup>	02 06 09	26 06 09	23 06 09	21 days	28 days	Ombudsman's Discretion – No Maladministration. Asked Council to consider : Consideration of a) whether someone fleeing violence should pay rent on two properties and b) need to discuss with households entering temporary accommodation whether there are any particular difficulties in storing belongings.

Complaint (service)	Quarter received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time (cumulative)	Outcome
Housing Repairs	2 <sup>nd</sup>	01 07 09	<b>24 07 09</b>	<b>21 07 09</b>	21 days	26 days	No maladministration
Homelessness	2 <sup>nd</sup>	08 07 09	<b>01 08 09</b>	<b>27 07 09</b>	20 days	25 days	No maladministration

Year	Number of Enquiries	RBC average days
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