

COMPLAINTS MONITORING
October – December 2009-10 (3rd Quarter)

Appendix 1

Formal Complaints (Stage 1)

	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 st Quarter	18	9 (50%)	3	5	10	-
2 nd Quarter	23	17 (74%)	2	7	10	4
3 rd Quarter	25	23 (92%)	14	7	4	-

Details of those Justified or Partly Justified:

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Benefits	Problems with Benefit/Investigation for benefit fraud. (Some confusion over response to original enquiry and notional earnings decision was not supported by evidence.)	Partly	Discussion with decision makers about notional earnings - difference of opinion regarding rules - this can happen and the appeal process can be used to challenge the decision as in this case	Formal complaints coming in via web seem to bypass usual processes with the risk that they are missed or not monitored.
Benefits	Rude/unhelpful benefits staff since moving out of area. Threat of court action received for Council Tax	Partly	Remind staff of requirement to give name. Look at identifying priority documents and respond within 14 days.	Review priorities attached to document management system. Reminder to staff about identifying priority items. By end of December 2009.

Benefits	Not getting the full sum complainant expected, which he alleged he had been told he would get.	Partly	Complainant was given inaccurate info regarding amount of HB he would receive due to early creation of a 2nd payment not due until 4 Jan 10 showing on payment screens - claim was calculated correctly. However the claim was actioned as soon as the info was received and an additional payment run was made to ensure he would get paid.	Next time we raise a payment file early - remind staff that when checking payments screen to be aware of future payments which will look like they are due immediately.
Repairs & Maintenance	State of property when the tenancy was taken on.	Partly	Remedial works carried out when new tenant moved in and, during decoration, uncovered a false wall and exposed electric cables. It means tenants had to move out. The Voids Team were not physically able to see this problem prior to the tenant stripping the walls, but agree tenant should then not live in property until work done. It was agreed to reimburse the tenants' rent for this period.	No service improvement identified.
Property Services	FOI Request made on 22 September. Should have been responded to by 20 October. Delay in information being provided by Property Services.	Justified	Manager responded to FOI request on 29th Oct. Formal complaint response confirms this.	No service improvement identified.

Property Services	Delays in transfer of land from Shafestbury to Sanctuary Housing	Justified	Manager spoke to complainant and Legal to be passed instructions.	No service improvement identified.
Tenancy	Rubbish left outside address	Justified	The Tenancy Officer had already contacted the tenant about this and was dealing with the situation. The complainant was notified that it was the tenant's responsibility to move the rubbish and would be monitored.	No service improvement identified.
Waste Collection	Problems with waste not being collected	Partly	Monitoring of this address with reference to missed sacks. Although explanation has been given to how many sacks will be collected as per service standard.	M3 computer system to be checked to make sure actions are given to correct Officer. Timescale - immediately.
Planning – Enforcement	Problems regarding storage of container next door	Partly	Enforcement Notice drafted and issued.	Already changed internal process and more liaison between staff and manager over priorities and caseload.
Tenancy	Parking outside complainant's garage	Partly	Tenancy Officer should have made direct contact with the complainant. Due to not having complainant's details, she has been asked to telephone Estate Tenancy Officer, and arrange a meeting time convenient to both parties at a time when parking issues are likely to be occurring.	Reiterate to Officers to keep tenants informed of action being taken.

Capital	Central Heating	Justified	All the work to maintain the central heating has been completed and the electric sockets have all been checked and refixed where required.	The contractor's engineers to explain more clearly to the tenant the full workings of the system where temporary or permanent. All plumbing works must be checked for leaks before the engineer leaves the property. These have both been relayed back to the contractor and have been implemented.
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Complaints Appeals (Stage 2)

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 st Quarter	4	2 (50%)	0
2 nd Quarter	10	8 (80%)	0
3 rd Quarter	7	6 (86%)	0

Member Complaint Appeals (Stage 3)

	Number
1 st Quarter	1
2 nd Quarter	3
3 rd Quarter	1

COMPLAINTS MONITORING**October - December 2009-10 (3rd Quarter)****OMBUDSMAN MONITORING - 2009/10 Response times & Outcomes**

Complaint (service)	Quarter received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time (cumulative)	Outcome
Property Services	1 st	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 st	24 04 09	18 05 09	08 05 09	14 days	31 days	No maladministration
Housing Options	1 st	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.
Housing Repairs	2 nd	01 07 09	24 07 09	21 07 09	21 days	26 days	No maladministration
Homelessness	2 nd	08 07 09	01 08 09	27 07 09	20 days	25 days	No maladministration
Leisure/Sundry Debts	3 rd	26 10 09	19 11 09	20 11 09	26 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

