

**APPENDIX 1**  
**COMPLAINTS MONITORING**  
**January - March 2009-10 (4<sup>th</sup> Quarter)**

**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 <sup>st</sup> Quarter	18	9 (50%)	3	5	10	-
2 <sup>nd</sup> Quarter	23	17 (74%)	2	7	10	4
3 <sup>rd</sup> Quarter	25	23 (92%)	14	7	4	
4 <sup>th</sup> Quarter	12	11 (92%)	4	6	2	
Outturn Full year	78	60 (76%)				

**Details of those Justified or Partly Justified:**

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
One Stop Shop	Complaint about waiting times.	Partly	This was an unusual day due to the heavy snow fall and normal staffing arrangements changed due to staff leaving early to travel home safely, however, we continued to provide a reduced face to face service.	Re-evaluate the options in extreme circumstances. Will aim to put an alternative in place for customers with quick enquiries at this time.
Repairs & Maintenance	Complaint about staff member	Justified	Member of staff spoken to and advised that comments were not acceptable and unprofessional and has been given a verbal warning.	Member of staff aware of needing to be tactful and not to make inappropriate comments even in humour.
Benefits	Difficulty making Benefits Claim and attitude of Staff	Partly	Spoke with Officer concerned. Further proof re claim requested.	DHP policy needs to be reviewed to be more flexible. Review with OSS receipt issue by July 2010

Benefits	Delays in receipt of benefit	Partly	Complicated claim with multiple changes before claim set up - requires confirmation from other Govt agency of income	Greater use of telephone - new evidence gathering procedure reiterates Officers should check for evidence they can themselves and then try and phone for any missing information as well as/instead of always writing
Benefits	Unclear process for claiming 2 <sup>nd</sup> adult rebate	Partly	Claim form to be revised to give further clarification. To our knowledge this is the only time someone has reported a problem on how to claim 2nd Adult Rebate	Application form to be revised by May 2010
Council Tax	Wording on Council Tax documentation (intimidating/ misleading) and attitude of Manager	Partly	Review contents of SPD canvass form	Review contents of SPD canvass form
Property Services	Delay in purchasing former play area adjacent to property and unclear who owns the land	Partly	Greatest part of complaint relates to WCC records and not RBC. Continuity of RBC service broken due to staff turnover & recruitment/ resource issues	Improve handover notes when staff leave
Tenancy	Problems with no contact from Tenancy Officers	Justified	Housing Services Team Leader has spoken to tenant and given her name as contact Officer. Apologies given that Tenancy Officer did not communicate with tenant. Gas Supervisor to investigate options of heating to property.	Ensure that Officers keep in touch with tenants when they make enquiries and keep them informed of any action being taken
Council Tax	Direct Debit incorrectly taken and no call back received	Justified	Raised system fault with software suppliers and apologised for not calling back	Enhancement of software

Waste Collection	Has made repeated requests for supply of black bags to be provided. Still awaiting delivery.	Justified	Year's supply of clear sacks have been delivered to resident. Regular issue of sacks to residents is difficult to monitor, but new process has been introduced.	Daily round check sheet has been introduced that the crew has to sign to confirm the days work is completed before they leave. This includes all the assisted, sack and bin collections contained in the days round. It is hoped this will give greater control of what is/isn't completed by the rounds.
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### **Complaints Appeals (Stage 2)**

	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
3 <sup>rd</sup> Quarter	7	6 (86%)	0
4 <sup>th</sup> Quarter	2	1 (50%)	0
Outturn – Full year	23	17(74%)	

### **Member Complaint Appeals (Stage 3)**

	Number
1 <sup>st</sup> Quarter	1
2 <sup>nd</sup> Quarter	3
3 <sup>rd</sup> Quarter	1
4 <sup>th</sup> Quarter	2

**COMPLAINTS MONITORING : January – March 2010 (4th 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 <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.
Housing Repairs	2 <sup>nd</sup>	01 07 09	24 07 09	21 07 09	21 days	26 days	No maladministration
Homelessness	2 <sup>nd</sup>	08 07 09	01 08 09	27 07 09	20 days	25 days	No maladministration
Leisure/Sundry Debts	3 <sup>rd</sup>	26 10 09	19 11 09	20 11 09	26 days	25 days	No maladministration
<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	
09/10	6					25 days	