

APPENDIX 1

COMPLAINTS MONITORING

July-September 2010-2011 (2nd 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 st Quarter	14	11 (79%)	5	1	7	1
2 nd Quarter	26	20 (77%)	6	5	15	

Of the 26 Stage 1 complaints, details of the eleven that were Justified or Partly Justified:

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Repairs & Maintenance	Unhappy with how disabled shower was fitted	Partly Justified	The shower curtain was as requested by the O/T and the water seeping underneath is due to the fact that tenant is assisted into the shower by her husband so this causes the shower curtain to move which allows water to seep across the floor. SPI do not give times, only dates, as to when their workmen will call - this was not handled particularly well by either their electrician or decorator and SPI are now aware of this. However, this is the first complaint received about SPI since taking on installation of level access showers.	Monitor SPI customer service

Tenancy/ OSS	Tenancy Advice	Justified	Apology given for the way in which the residents were treated at the OSS, and a full explanation given of the involvement of the Special Needs Team.	Further training to be arranged for OSS Advisor involved.
Community Centres	Complaint about member of staff spoke to resident when son had cut himself on thistles.	Justified	Courtyard area cleared of all weeds and potential plants of a spiky nature the following day.	Implemented within 48 hours of Manager being made aware of it.
Repairs & Maintenance	Fence was replaced and a tree removed without advising (which was special to them) and trodden on the plants and shrubs/trashed the garden.	Partly Justified	Normally tenant would be asked to clear overgrowth to garden themselves, however due to age of tenant, we arranged for Landscape to clear. Unfortunately they removed a tree which daughter says was of sentimental value. Tenant did not point out tree should not be removed.	Genuine error as tenants themselves did not confirm about the removal of the tree.
Housing Options	Housing application – lack of information from officer.	Justified	Spoken to member of staff. Team Leader now to deal with the case to assist the customer.	Updated procedures for someone being off sick and appointment cover. All staff trained on new procedures.
Capital	Central Heating – missed target dates, work not fully completed, chasing work and claim for compensation.	Partly Justified	Electric fire and surround has been provided to Mr Ward. An inspection has been made to check the installation after Mr Ward has finished decorating.	Consult with tenant prior to installation.
Tenancy	Problems with a mutual exchange.	Partly Justified	Officers failed to confirm in writing the outcome of a mutual exchange application.	Officers will be given training on mutual exchange procedures.

Housing Options	Housing for parents due to disability	Partly Justified	Housing Options Officers spoken to regarding giving advice and not recording this.	Specialist leaflet to be produced for owner occupiers to explain information more clearly
Tenancy/OSS	Contesting payment of rent when tenancy termination and advice given in OSS	Justified	Apology given and debt written off.	Arranged for OSS staff to have additional training on tenancy issues to ensure that they know the correct procedures and to ensure advice given in future is correct. Regular training programmes are in place where all procedures will be tested with the Tenancy Team and OSS Officers.
Repairs & Maintenance	SPI workmen went to wrong address. Offered no apology. Requesting compensation for loss of earnings as husband having to book further day off for rescheduled appointment	Justified	A letter of apology was sent by SPI to the tenants and a convenient date to carry out the works was arranged. This work has now been done to Mr & Mrs Clarke's satisfaction.	The contractor will make sure they contact the resident if for any reason they are not able to carry out the works on the agreed date or time. This procedure is now in place.
Capital	Problem with repair to bath	Justified	Arranged to fit a new plastic bath and discussed customer care policy with contractor	Only use plastic baths, not coated steel; continued close communication with tenants where there are queries/complaints; improved customer care info delivered to all tradesmen visiting Council owned properties

Complaints Appeals (Stage 2)

	Number	Target Met (response within 10 working days)	Complaints Upheld
1 st Quarter	4	3 (75%)	2 (Stage 1 response had classed as complaint as justified – so agreeing that was still the case ie not overturning previous decision)
2 nd Quarter	10	9 (90%)	2 (Stage 1 response classed as Justified/Partly Justified – so agreeing that was still the case ie not overturning previous decision)

Member Complaint Appeals (Stage 3)

	Number	Dismissed Cases
1 st Quarter	1	1
2 nd Quarter	2	2

COMPLAINTS MONITORING : July-September 2010 (2nd Quarter)

OMBUDSMAN MONITORING – 2010/11 Response times & Outcomes

Complaint (service)	Quarter Received	Info requested on	Target for response	Letter sent on (by e-mail)	Response time	Average Response time - to date	Outcome
Housing	2 nd	120710	060810	20 07 10	11 days	11 days	No Maladministration – case closed
Property/ WETT	2 nd	100910	011010	14 10 10	35 days	23 days	Not yet received reply from LGO

Year	Number of Enquiries	RBC average days
06/07	8	39.6 days
07/08	6	26.7 days
08/09	5	14.6 days
09/10	6	23.8 days

2009/10 STATS FOR DISTRICT COUNCILS		
Less than 28 days	29-35 days	36 days or more
61%	22%	17%