

COMPLAINTS MONITORING
October-Dec 2010-2011 (3rd Quarter)

Formal Complaints (Stage 1)

	Number of complaints	Target met (response within 10 working days)	Complaint Justified	Complaint Partly Justified	Complaint Not Justified
1 st Quarter	14	11 (79%)	5	1	8
2 nd Quarter	26	20 (77%)	6	5	15
3 rd Quarter	18	17 (95%)	3	4	11

Of the 18 Stage One complaints, details of the seven that were Justified or Partly Justified:

Service	Nature of Complaint	Justified/ Partly Justified	Action Taken or explanation	Service Improvement
Repairs & Maintenance	Request for lock for communal gate, which had been requested previously.	Justified	From job ticket, it was presumed that the job had been completed 8 months before. As no complaints received and job not post inspected (25-30% of jobs are inspected) we were unaware until the tenant raised the issue. New lock to be fitted.	None required.
Parking	Problems parking in Pine Tree Close and drive being blocked, nowhere to put bins on collection day. Query if grassed area can be converted to parking area to relieve situation.	Partly Justified	Issue of 'illegal' parking will be passed to the Police for assessment and action as necessary. The additional parking will be considered by the Improved Parking Group.	Not applicable.

Benefits	Length of time taken for decision to be made about Council Tax Benefit Claim.	Partly Justified	Decision made regarding partnership and letter advising this to be sent. Claim has been held pending decision on the 'living together' decision. DWP will not include Benefits in decision making process and will not share any data other than the decision (because the other partner works for DWP) and likely to be a one off situation.	Not applicable.
Parking	Seeking Council help to stop people parking in his disabled parking space outside his home. Has written to Council on numerous occasions since 2006 without a response.	Partly (in terms of nil response).	Advised complainant that no enforcement action can be taken to prevent Disabled Spaces being used by others.	Apology, and explained that as non response of letter related to 5 years ago difficult to trace reason why.
Benefits	Delay in benefit payment to Landlord.	Partly justified	One payment of HB paid into ex partner's account after resident had requested payments to be made to his parents account on his behalf.	One off situation, however, staff has been reminded to check payment details.
Contact Centre	Waiting times for Customer Services to answer phones.	Justified	Ongoing review of waiting times and action plan in place to improve.	Increase resources on phones by recruitment of additional member of staff plus changes to working practices.

Council Tax	Had to make contact 4 times to advise that live alone. Also told to attend Batchley office to make complaint which is incorrect.	Justified	Further investigation will take place into the use of bar codes to automate the document return facility in IBS.	Improvement to be implemented prior to 2011 review - Sept 2011.
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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).
3 rd Quarter	2	1 (50%)	1 – partly (Stage 1 response classed as 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
3 rd Quarter	1	Panel not yet met.

COMPLAINTS MONITORING : October-December 2010 (3rd 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	Local Settlement – pay £50 per couple (time and trouble) and offer to cover cost of further planning application (£350 approx).
Environmental Services	3 rd	051110	291110	101110	5 days	17 days	Case Closed – awaiting formal response.
Housing – Communal Cleaning	3 rd	151210	281210	14 01 11	30 days	20.25 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%