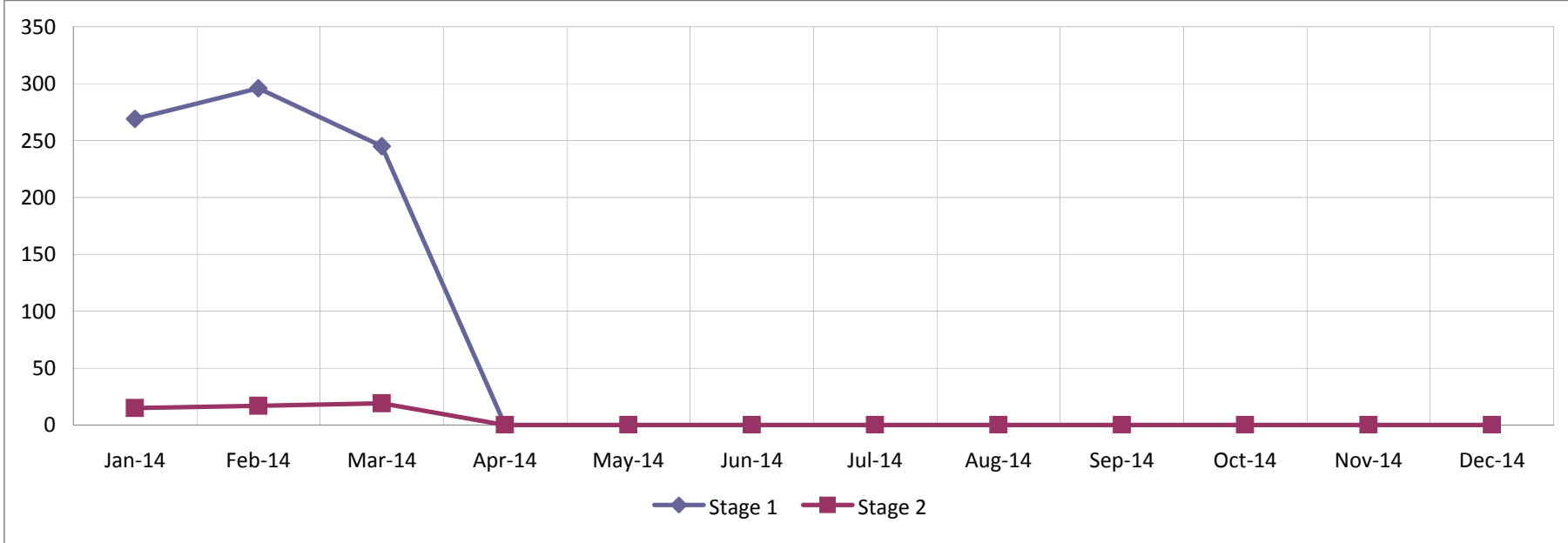


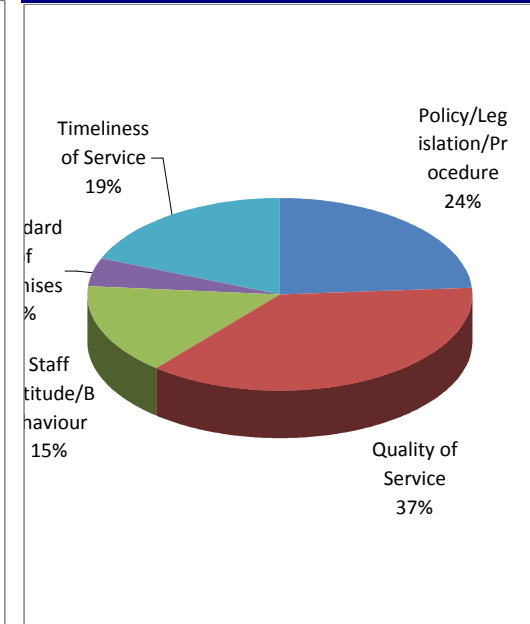
Complaint Summary

Quarter 1

Monthly Number of Complaints



YTD Stage 1 Complaint Category



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Stage 1	269	296	245	0	0	0	0	0	0	0	0	0	810	0	0	0	810
Policy/Legislation/Procedure	51	81	62	0	0	0	0	0	0	0	0	0	194	0	0	0	194
Quality of Service	115	100	87	0	0	0	0	0	0	0	0	0	302	0	0	0	302
Staff Attitude/Behaviour	32	53	37	0	0	0	0	0	0	0	0	0	122	0	0	0	122
Standard of Premises	11	16	13	0	0	0	0	0	0	0	0	0	40	0	0	0	40
Timeliness of Service	60	46	46	0	0	0	0	0	0	0	0	0	152	0	0	0	152
Stage 2	15	17	19	0	0	0	0	0	0	0	0	0	51	0	0	0	51
Policy/Legislation/Procedure	4	6	5	0	0	0	0	0	0	0	0	0	15	0	0	0	15
Quality of Service	7	8	6	0	0	0	0	0	0	0	0	0	21	0	0	0	21
Staff Attitude/Behaviour	1	2	4	0	0	0	0	0	0	0	0	0	7	0	0	0	7
Standard of Premises	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Timeliness of Service	2	1	4	0	0	0	0	0	0	0	0	0	7	0	0	0	7
% Escalated to Stage 2	5.6%	5.7%	7.8%										6.3%				6.3%

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Justified vs Not Justified																	
Justified	131	121	104	0	0	0	0	0	0	0	0	0	356	0	0	0	356
Not Justified	122	154	126	0	0	0	0	0	0	0	0	0	402	0	0	0	402
% Justified	48.7%	40.9%	42.4%										44.0%				44.0%

Comments

Quarter 1 received 810 stage 1 complaints and 51 stage 2 complaints, 6.3% of complaints were escalated to stage 2, which is under the 7% target.

The top reason for complaints for quarter 1 was with regards to Quality of Service followed by Policy/ legislation/Procedure.

Of the stage 2 complaints 17 were related to Housing Repairs, 10 to Housing management, 7 to Council Tax and the remainder to other services. Policy/Legislation/Procedure accounted for the greatest percentage escalated to stage 2 (8%) followed by Quality of service (7%).

Service Improvements Identified

356 stage 1 complaints were recorded as justified (44%) of which 84 had meaningful comments added to the CRM *Service Improvement Identified* field. - the following are some of the comments :

Legal Services - More staff have now been allocated and the IT issues have been resolved.

Arts and Museums - A new postcode created for satnav use, to direct visitors to the museum in Leicester. Details, also updated on the council web pages.

Customer Services - We are currently developing the system that is used to book repairs of this nature and we recognise that there is potential to improve the process. As a result we have scheduled a change to our system next month which will prevent issues of this nature reoccurring.

Libraries - new security tags and new system in a few months time.

Sports & Leisure Centres - A review of changing arrangements for when maintenance work is being completed within the changing areas, has been drawn up.

Council Tax - Payment arrangement set up error- wrong year used for due dates meant payment not taken and arrangements cancelled. Referred to Application Support Team to request Civica enhancement.

Council Tax - Balance of resources to be looked at.

Council Tax – Look at improving communication between HB and CTax.

Housing Benefits - Work targets to be reviewed / Processing times to be looked at.

Housing Repairs - Service are aware of major backlog in UPVC works.

Quality of Replies

A sample (10%) of response letters for Stage 1 complaints were check for style, grammar / spelling and use of the standard paragraphs relating to the next stage with the following results:

- (5 complaints) no response had been sent (Adult Learning, Housing Benefits, Rent Accounts, Housing Options, Council Tax)
- (7 complaints) no letter had been sent but the Investigating Manager had confirmed to the DCO that the customer did not need a formal reply
- (4 complaints) poor grammar / punctuation and did not include all of the standard paragraphs (Parks & Green Spaces, Libraries, Waste Mgmt)
- (5 complaints) did not include any of the standard paragraphs (Property, Finance, Democratic Services, Traffic Mgmt)
- (9 complaints) no apology given (Customer Services, Housing Benefits, Arts & Museums, Community Care Access - non stat, Libraries, Waste Mgmt, Council Tax)
- (8 complaints) no reference to two month period to request a review (City Development DCO Services, Council Tax, Housing Benefits, Registration Services, Customer Services)
- (3 complaints) no reference made to what the customer should do if they were unsatisfied (Education Welfare, Customer Services)
- (several complaints) standard paragraphs weren't used, and reference was made to someone in the same service conducting the stage 2 investigation (Council Tax, Registration)
- (1 complaint) saved response was typed but then written over in pen with details crossed out. No other response letter was saved (Housing Benefits)
- (several complaints) CRM references are not mentioned (multiple DCO services)

- (21 complaints) the letters contained all of the elements we looked for, however many still referred to NWC CSC, Wellington House and contained old phone numbers and emails.

Complaint Breakdown by Service

Breakdown by Service - Stage 1	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Arts and Museums	15	14	13	0	0	0	0	0	0	0	0	0	42	0	0	0	42
Council Tax	31	28	31	0	0	0	0	0	0	0	0	0	90	0	0	0	90
Customer Services	7	15	13	0	0	0	0	0	0	0	0	0	35	0	0	0	35
Hostels	1	2	1	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Housing Benefits	19	17	19	0	0	0	0	0	0	0	0	0	55	0	0	0	55
Housing Management	15	27	24	0	0	0	0	0	0	0	0	0	66	0	0	0	66
Housing Options	8	6	7	0	0	0	0	0	0	0	0	0	21	0	0	0	21
Housing Repairs	110	102	76	0	0	0	0	0	0	0	0	0	288	0	0	0	288
Income Management	5	0	1	0	0	0	0	0	0	0	0	0	6	0	0	0	6
Learning Services	3	1	0	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Legal Services	3	0	1	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Libraries	5	5	4	0	0	0	0	0	0	0	0	0	14	0	0	0	14
Parks and Green Spaces	1	2	5	0	0	0	0	0	0	0	0	0	8	0	0	0	8
Planning Management	0	14	7	0	0	0	0	0	0	0	0	0	21	0	0	0	21
Property	1	1	1	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Rent Accounts	4	1	1	0	0	0	0	0	0	0	0	0	6	0	0	0	6
Right to Buy	0	3	1	0	0	0	0	0	0	0	0	0	4	0	0	0	4
Sports and Leisure Centres	5	8	6	0	0	0	0	0	0	0	0	0	19	0	0	0	19
Streetscene Enforcement	1	4	9	0	0	0	0	0	0	0	0	0	14	0	0	0	14
Traffic Management	14	17	7	0	0	0	0	0	0	0	0	0	38	0	0	0	38
Transport Strategy	2	3	3	0	0	0	0	0	0	0	0	0	8	0	0	0	8
Waste Management	8	9	5	0	0	0	0	0	0	0	0	0	22	0	0	0	22
OTHER Services	11	17	10	0	0	0	0	0	0	0	0	0	38	0	0	0	38
Breakdown by Service - Stage 2	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Q1	Q2	Q3	Q4	YTD
Adult Mental Health	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Arts and Museums	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Business Regulation	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Council Tax	0	5	2	0	0	0	0	0	0	0	0	0	7	0	0	0	7
Customer Services	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Housing Benefits	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Housing Management	0	5	5	0	0	0	0	0	0	0	0	0	10	0	0	0	10
Housing Options	1	0	1	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Housing Repairs	7	5	5	0	0	0	0	0	0	0	0	0	17	0	0	0	17
Legal Services	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Libraries	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Planning Management	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Renewals and Grants	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Streetscene Enforcement	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Traffic Management	3	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	3
Waste Management	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1

Month Summary

month	(All)
Stage	Stage 1

Complaint categories by Services

	Policy/Legislation/Procedure	Quality of Service	Staff Attitude/Behaviour	Standard of Premises	Timeliness of Service	Grand Total
Adult Mental Health			1			1
Arts and Museums	7	13	2	20		42
Building Control	1					1
Business Regulation		1				1
Community Care Access Service	1	1				2
Community Services		1				1
Council Tax	52	25	6	1	6	90
Customer Services	2	14	14	1	4	35
Democratic Services		1	1			2
Finance		2	1			3
Highways	3	6	2	2	2	15
Hostels	3		1			4
Housing Benefits	13	19	4		19	55
Housing Management	13	23	21	4	5	66
Housing Options	10	8	1		2	21
Housing Repairs	17	138	35	3	95	288
Income Management	3	2			1	6
Learning Environment			1			1
Learning Services	1	1	2			4
Legal Services		2	1		1	4
Libraries	3	4	4	3		14
Licensing and Pollution Control	1					1
Parks and Green Spaces	3		5			8
Planning and Commissioning			1			1
Planning Management	13	4	2		2	21
Property	1		2			3
Registration Services		1	2			3
Renewals and Grants	1	1				2
Rent Accounts	1	2	1		2	6
Right to Buy	1				3	4
Sheltered Housing					1	1
Sports and Leisure Centres	6	6	1	5	1	19
STAR	1					1
Streetscene Enforcement	4	4	3		3	14
Traffic Management	24	6	5		3	38
Transport Strategy	2	4	1		1	8
Waste Management	5	13	2	1	1	22
Safer and Stronger Communities	1					1
Community and Older Persons Mental Health	1					1

