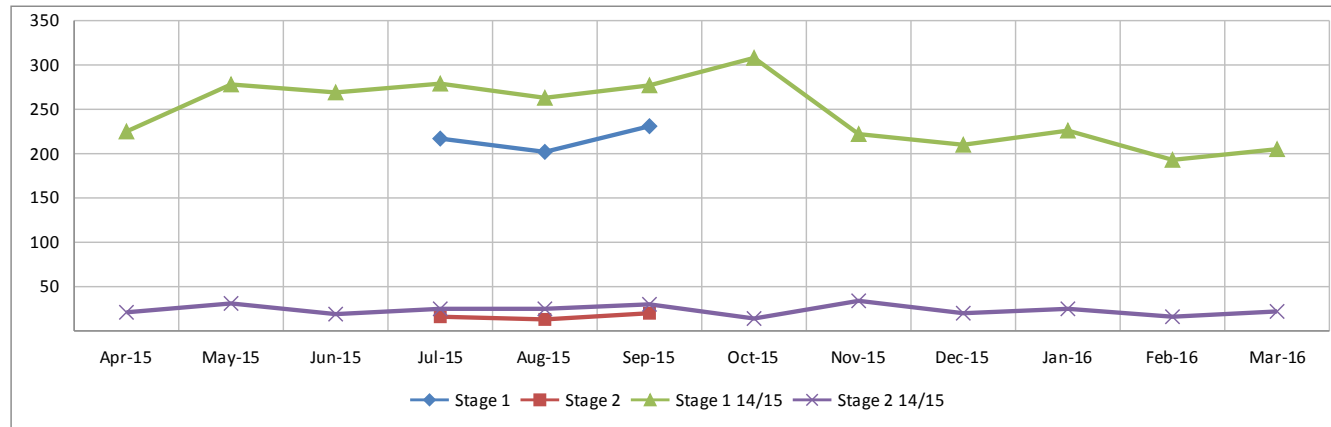
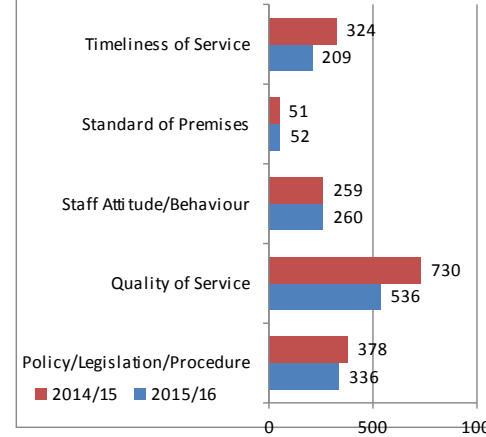


Complaint Summary Q2 2015

Monthly Number of Complaints



YTD Category of Total Complaints



		Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Q1	Q2	Q3	Q4	YTD	Target	YTD Com	YTD Com		
Stage 1	2015/16	215	219	208	217	202	231	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	642	650	#REF!	#REF!	#REF!					
	2014/15	225	278	269	279	263	277	308	222	210	226	193	205	772	819	740	624	2955		1591	-19%		
	% Change	-4%	-21%	-23%	-22%	-23%	-17%	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	-17%	-21%	#REF!	#REF!	#REF!				
	Policy/Legislation/Procedure	58	39	49	49	49	55	0	0	0	0	0	0	146	153	0	0	299					
Quality of Service	75	88	76	93	82	101	0	0	0	0	0	0	239	276	0	0	515						
Staff Attitude/Behaviour	38	50	45	30	32	39	0	0	0	0	0	0	133	101	0	0	234						
Standard of Premises	8	9	7	7	9	5	0	0	0	0	0	0	24	21	0	0	45						
Timeliness of Service	36	33	31	38	30	31	0	0	0	0	0	0	100	99	0	0	199						
Stage 2	2015/16	16	20	16	16	13	20	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	52	49	#REF!	#REF!	#REF!					
	2014/15	21	31	19	25	25	30	14	34	20	25	16	22	71	80	68	63	282		139	-27%		
	% Change	-24%	-35%	-16%	-36%	-48%	-33%	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	-27%	-39%	#REF!	#REF!	#REF!				
	Policy/Legislation/Procedure	7	9	3	5	4	9	0	0	0	0	0	0	19	18	0	0	37					
Quality of Service	5	1	3	5	3	4	0	0	0	0	0	0	9	12	0	0	21						
Staff Attitude/Behaviour	0	9	5	5	4	3	0	0	0	0	0	0	14	12	0	0	26						
Standard of Premises	2	0	2	1	0	2	0	0	0	0	0	0	4	3	0	0	7						
Timeliness of Service	2	1	3	0	2	2	0	0	0	0	0	0	6	4	0	0	10						
% Escalated to Stage 2	2015/16	7.4%	9.1%	7.7%	7.4%	6.4%	8.7%							8.1%	7.5%			7.8%	7.0%				
	2014/15	9.3%	11.2%	7.1%	9.0%	9.5%	10.8%	4.5%	15.3%	9.5%	11.1%	8.3%	10.7%	9.2%	9.8%	9.2%	10.1%			8.7%			
	% Change	-20%	-18%	9%	-18%	-32%	-20%																

Justified vs Not Justified		Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Q1	Q2	Q3	Q4	YTD			
Justified	2015/16	80	101	71	54	50	45	0	0	0	0	0	0	252	149	0	0	401			
	2014/15	100	137	132	109	119	95	126	99	47	107	71	71	369	323	272	249	1213	692	40%	
	% Change	-20%	-26%	-46%	-50%	-58%	-53%							-32%	-54%				-42.1%		
Not Justified	2015/16	108	124	123	70	62	74	0	0	0	0	0	0	355	206	0	0	561			
	2014/15	139	156	124	167	116	119	186	131	70	134	125	113	419	402	387	372	1580	821		
	% Change	-22%	-21%	-1%	-58%	-47%	-38%							-15%	-49%				-31.7%		
% Justified	2015/16	34.6%	42.3%	31.7%	23.2%	23.3%	17.9%							36.3%	21.3%			28.8%			
	2014/15	40.7%	44.3%	45.8%	35.9%	41.3%	30.9%	39.1%	38.7%	20.4%	42.6%	34.0%	31.3%	43.8%	35.9%	33.7%	36.2%	37.5%			
	% Change	-15%	-5%	-31%	-35%	-44%	-42%							-7%	-15%						

Comments

Stage 1 Complaints - Quarter 2 the total number of Stage 1 complaints received was 650 a drop of 21% from Quarter 2 in 2014/15. The percentage of complaints escalated to Stage 2 also reduced by 2.3% compared to Q2 2014/15.

Stage 2 Complaints - We saw an overall reduction of 39% in Stage 2 complaints compared to Q2 in 2014/15. This is indicative of better quality responses being sent out stage 1 and checking that the response on Stage 1 complaints actually fulfilled the needs of the customer.

Not only have we had a total reduction in complaints in the first 2 Quarters of 2015/16, (19% reduction), of those complaints actually received 61% complaints were considered unjustified

Justified Complaints - Last year in Q1 & 2 40% of all complaints received were categorised as justified compared with this year only 29% were considered justified complaints, a total reduction of 11% compared to last year.

55% complaints were due to timeliness of our services, were justified 44% of complaints regarding quality of our service were justified, 31% of complaints related to our staff's attitude and behaviour were justified and 27% of complaints due to us not applying policy and procedure, were justified.

The top reason for a complaint was Quality of Service, accounting for 42% of all new complaints received in Q2

Housing remained the top area for complaints received accounting for 40% (down by 4% on Q1) of all new complaints significantly within repairs. The second biggest area regarding council Tax and Benefits accounting for 19%. This is in line with all previous data recorded (up by 2% on Q1)