

## **COMPLAINTS AND COMPLIMENTS QUARTER 1**

Report of Head of Housing Management

### **1. SUMMARY**

- 1.1 This report provides detailed analysis of complaints received between 1 April and 31 July 2019 (Q1)

### **2. RECOMMENDATION**

- 2.1 To note and comment on the information detailed in Appendix 1.

### **3. REASON(S) FOR RECOMMENDATION**

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the quarter.

### **4. MATTER FOR CONSIDERATION**

- 4.1 There were 29 Compliments recorded during Q1 details can be found on page 3
- 4.2 Full details of all complaints received are shown on pages 3 - 13 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q1 a total of 80 complaints were received, 79 were acknowledged within the target time of 2 working days.
- 4.4 During Q1 95% of complaints were responded to within timescales against a target of 96%.
- 4.5 Out of the 88 closed complaints during Q1

34 we upheld  
36 were not upheld  
18 were partially upheld

Out of the 34 upheld complaint, 33 were the fault of Derby Homes

There were no real trends showing this quarter, there was mixture of general repair complaints and compensation claims. Staff complaints remain high with 25 closed complaints and 10 being upheld and 6 partially upheld.

- 4.6 During Q1 4 complaints were escalated to the appeals stage. Of these 3 were closed during Q1, 2 were upheld and 1 was partially upheld.

- 4.7 Where, as a result of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers.

Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

#### 4.8 **Compensation**

During Quarter 1 a total of £2621.00 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 10 - Appendix 1

This compensation figure is solely made up of payments made following a complaint.

- 4.9 There were a total of 137 Councillor enquiries and all 63 MP enquiries received during Quarter 1.

123 Councillor enquiries were responded to within timescale and 63 of MP enquiries were responded to on time.

A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 11 – 13 of Appendix 1.

### 5. **OTHER OPTIONS CONSIDERED**

- 5.1 Not applicable

The areas listed below have no implications directly arising from this report:

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk  
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None  
Supporting Information: None