

COMPLAINTS AND COMPLIMENTS REPORT

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 April and 30 June 2016 (Q1) and for the year 2016/17.

2. RECOMMENDATION

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

3. Q1 Complaints

- 3.1 Full details of all complaints received are shown on pages 3 to 13 of Appendix 1.
This
Includes a breakdown of types of complaints in relation to service areas.

- 3.2 During Quarter 1 a total of 131 Stage 1 complaints were received, 131 were acknowledged within the target time of 2 working days 131 received a response within the target 10 working days.

There were 4 Stage 2 complaints
One complaint went to Stage 3 during quarter Q1

- 3.3 Out of the 133 stage 1 complaints closed during Quarter 1:

30 were upheld
84 were not upheld
19 were partially upheld.

Out of the 30 upheld 28 were deemed to be caused by a fault of Derby Homes.
There were no real trends showing this quarter, there was mixture of general repair complaints, compensation claims and staff complaints.

Of the 4 stage two complaints received during Q1, 3 were closed during the quarter, none were upheld.

The Stage 3 complaint we received during Quarter 1 were presented to the tenant panel. This complaint was about damage caused to a private property following a leak next door. This complaint was not upheld by the panel.

3.4 Councillor & MP Enquiries

There were a total of 131 Councillor enquiries and 16 MP enquires received during Quarter 1 2016/17.

128 Councillor Enquiries were responded to within timescale and 13 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 9 - 11 of Appendix 1.

3.5 Compliments

There were 103 compliments recorded during Q1. Details can be found on page 12 of Appendix 1.

There has been a marked increase in compliments being recorded, this is as a result of reminding employees to capture compliments and record them. The ASB team have captured compliments from surveys which was a recommendation from their recent accreditation. This has increased compliments recorded for this area significantly.

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