

COMPLAINTS AND COMPLIMENTS QUARTER 1

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 2020 (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.

MATTER FOR CONSIDERATION

- 4.1 There were 35 Compliments recorded during Q1 this is incredibly positive as customers were faced with a period of severe service disruption due to the Coronavirus pandemic and lockdown. This shows how customers really appreciated the lengths staff went to during this very challenging time, details can be found on page 3.
- 4.2 Full details of all complaints received are shown on pages 3 - 15 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q1 a total of 38 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q1 100% of complaints were responded to within timescales against a target of 96%
- 4.5 Out of the 54 closed complaints during Q1
 - 20 we upheld
 - 26 were not upheld
 - 8 were partially upheld.
- 4.6 Out of the 20 upheld complaint, 19 were the fault of Derby Homes.
- 4.7 There were no real trends showing this quarter, there was mixture of general repair complaints and compensation claims and staff complaints.
- 4.8 During Q1 4 complaints were escalated to the appeals stage. Of these 3 were closed during Q1, 2 were partially upheld and 1 was not upheld.

- 4.9 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.
- 4.10 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

Compensation

- 4.11 During Quarter 1 a total of £2040 compensation was paid out following complaints being made.
- 4.12 Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process, plus on disrepair cases where in most cases a settlement agreement is reached. During Q1 £8785 was paid out. Details can be found on page 11 - Appendix 1
- 4.13 There was a total of 80 Councillor enquiries and all 37 MP enquires received during Quarter 1.
- 4.14 75 Councillor enquiries were responded to within timescale and 30 MP enquiries were responded to on time.
- 4.15 A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 13 – 15 of Appendix 1.

5. OTHER OPTIONS CONSIDERED

- 5.1 None 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:

Annabelle Barwick / Customer Service and Equalities Manager / 01332 888402 / annabelle.barwick@derbyhomes.org

Background Information: None

Supporting Information: None

This report has been approved by the following officers:

Managing Director	Michael Kirk	[Date]
Finance Director/Derby Homes Accountant	Taran Lalria	24/07/2020
Company Solicitor	Lorraine Testro	24/07/2020
Head of Service		

