

COMPLAINTS AND COMPLIMENTS QUARTER 2

Report of Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 July and 30 September 2019 (Q2)

2. RECOMMENDATION

- 2.1 The Operational Board 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 56 Compliments recorded during Q2 details can be found on page 3 and 4
- 4.2 Full details of all complaints received are shown on pages 5 - 14 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q2 a total of 109 complaints were received, we acknowledge all complaints within the target time of 2 working days.
- 4.4 During Q2 all 109 complaints were responded to within timescale.
- 4.5 Out of the 84 closed complaints during Q2

36 we upheld
37 were not upheld
11 were partially upheld

Out of the 36 upheld complaint, 35 were due to Derby Homes service failure.

No real trends emerged this quarter, there was mixture of general repair complaints and compensation claims. We closed 12 Staff complaints and all 12 were upheld. We have seen an increase in Q2 of staff complaints received

- 4.6 During Q2 no complaints were escalated to the appeals stage. No appeals were closed in Q2.

- 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 2 a total of £976.80 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 11 - Appendix 1

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

- 4.9 There were a total of 136 Councillor enquiries and all 60 MP enquiries received during Quarter 2.

124 Councillor enquiries were responded to within timescale and 58 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 12 – 14 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

This report has been approved by the following:

Finance Director/Derby Homes Accountant	Michael Kirk	06.11.2019
Head of Service (Operational Board reports)	Lorraine Testro	05.11.2019
Managing Director	Maria Murphy	27.11.2019