

COMPLAINTS AND COMPLIMENTS QUARTER 4

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 January and 31 March 2019 (Q4) and for the year 2018/19.

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 Q4.
- 3.2 To ensure the Operational Board receives an annual summary of complaints and compliments received.

4. MATTER FOR CONSIDERATION

- 4.1 Full details of all complaints received are shown on pages 3 to 11 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.2 During Quarter 4 a total of 113 stage one complaints were received, all were acknowledged within the target time of 2 working days and received a response within the target 10 working days.
- 4.3 During this quarter 100% of all complaints were responded to within timescale against a target of 96%.
- 4.4 Out of the 150 stage one complaints closed during Quarter 4:
- 54 were upheld
78 were not upheld
18 were partially upheld.
- 4.5 Out of the 54 upheld, 52 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 (day to day team 18), compensation claims and staff complaints remain high with 16 being upheld.

4.6 During this quarter, only one complaint was escalated to the next stage and this Appeal was not 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 **Yearly Overview - Complaints**

4.9 An summary for the year can be found on pages 3 and 4 of Appendix 1

4.10 Initial (Stage 1) complaints
480 complaints were received in 2018/2019. This is an increase of 19 complaints in comparison to 2017/18.

Of the 530 initial (stage 1) complaints closed in 2018/19:

- 176 were upheld
- 288 were not upheld
- 66 were partially upheld

4.11 Complaint Appeals (Stage 2)
9 complaints progressed to the appeal stage (stage 2) complaints in 2018/2019.

This is a decrease of 11 complaints in comparison to 2017/18.

Of the 10 complaints which were appealed (stage 2) and closed in 2018/2019

- 2 were upheld
- 6 were not upheld.
- 2 was partially upheld

4.12 Stage 3 complaints
In 2018/19 no Stage 3 complaints were received.

In November 2018 we introduced a new complaints policy and procedure which removed the Stage 3 part of the process.

4.13 Ombudsman
During 2018/2019 three customers have contacted the Ombudsman.

One was a joint complaint between Derby Homes & Derby City Council; the two other cases had not gone through Derby Homes complaints procedure so was not considered by the Housing Ombudsman.

4.14 **Compensation**

During Quarter 4 a total of £1085 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 12 - Appendix 1

In total during 2018/19 £4923 compensation was paid out. All these payments

were paid directly onto the tenants rent account, bar one which was paid directly to a flooring company.

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

4.15 **Councillor & MP Enquiries**

There were a total of 113 Councillor enquiries and 66 MP enquires received during Quarter 4.

102 Councillor Enquiries were responded to within timescale and 66 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 13 – 15 of Appendix 1.

In 2018/19 we received a total of 762 Councillor and MP enquiries, this is a decrease from the precious year when we received 839 Councillor and MP enquiries.

4.16 **Compliments**

There were 42 compliments recorded during Quarter 4. Details can be found on page 5 of Appendix 1.

In Quarter 4 out of the 42 compliments received 20 were for the Day to day repairs service.

In 2018/19 we received 143 compliments.

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 officers where there are financial or legal implications:

Finance Director/Derby Homes Accountant	Michael Kirk	21.05.2019
Company Solicitor	Taran Laria	20.05.2019
Head of Service (Operational Board reports)	Clare Mehbani	20.05.2019
Other(s)	[Name]	[Date]