

## **COMPLAINTS AND COMPLIMENTS QUARTER 3**

Report of the Head of Personnel

### **1. SUMMARY**

- 1.1 This report provides detailed analysis of complaints received between 1 October and 31 December 2015 (Q3) and for the year 2015/16.
- 1.2 This report has been amended to include the recommendations and comments from the Operational Board.

### **2. RECOMMENDATION**

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

### **3. MATTER FOR CONSIDERATION**

- 3.1 Full details of all complaints received are shown on pages 3 to 7 of Appendix 1. This Includes a breakdown of types of complaints in relation to service areas.
- 3.2 During Quarter 3 a total of 111 Stage 1 complaints were received, of these 111, were acknowledged within the target time of 2 working days. 111 received a response within the target 10 working days.

There were 0 Stage 2 complaints

There was 0 complaint that went to Stage 3 during quarter Q3

- 3.3 Out of the 137 complaint cases closed during Quarter 3:

53 were upheld

63 were not upheld

21 were partially upheld.

Out of the 53 upheld 51 were deemed to be caused by a fault of Derby Homes. There were no real trends showing in this quarter, it was mixture of repair delays, compensation claims, and rehousing related issues.

There were no Stage 2 complaints received during Q3 2015/16.

There were no Stage 3 complaints that were presented to the Tenant Panel.

### **3.4 COMPLAINTS FOR 2015/16**

Total complaints figure for the year = 234

Stage 1	Q1	116	Q2	114	Q3	111	Yearly Total	341
Stage 2	Q1	3	Q2	0	Q3	0	Yearly Total	3
Stage 3	Q1	0	Q2	1	Q3	0	Yearly Total	1

Total figures for the year

Q1 26 upheld

Q1 39 not upheld

Q1 6 partially upheld

Q2 41 upheld

Q2 48 not upheld

Q2 11 Partially upheld

Q3 53 upheld

Q3 63 not upheld

Q3 21 partially upheld.

### 3.5 COUNCILLOR & MP ENQUIRIES

There were a total of 138 Councillor enquiries and 13 MP enquires received during Quarter 3 2015/16.

138 of Councillor Enquiries 120 were responded to within timescale and all 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 7 - 11 of Appendix 1.

### 3.6 COMPLIMENTS

There were 43 compliments recorded during Q3. A breakdown of compliments will be included in the next Q4 report.

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