

COMPLAINTS AND COMPLIMENTS QUARTER 4 & YEARLY OVERVIEW

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 2020 (Q4) and for the year 2019/20.

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 13 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.2 During Quarter 4 a total of 83 complaints were received, 83 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 98.9% of all complaints and Appeals were responded to within timescale against a target of 99%.
- 4.4 Out of the 87 complaints closed during Quarter 4:
- 38 were upheld
 - 34 were not upheld
 - 15 were partially upheld.
- 4.5 Out of the 38 upheld, 36 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 13), compensation claims and staff complaints remain high with 13 being upheld.

- 4.6 During this quarter, 3 complaints were escalated to the Appeal stage. Out of these 2 were upheld and 1 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 A summary for the year can be found on pages 3 - 5 of Appendix 1

4.10 **Complaints**

378 complaints were received in 2019/2020. This is a decrease of 102 complaints in comparison to 2018/19.

Of the 361 complaints closed in 2019/20:

- 144 were upheld
- 150 were not upheld
- 67 were partially upheld

4.11 **Complaint Appeals**

During 2019/2020, 9 complaints progressed to the Appeal stage

This is the same number as the previous year.

Of the 9 complaints which were appealed and closed in 2019/2020

- 4 were upheld
- 4 were not upheld.
- 1 was partially upheld

4.12 **Ombudsman**

During 2019/2020, one customer has contacted the Ombudsman regarding their complaint.

- 4.13 The Ombudsman will inform Derby Homes of their findings when they have looked at this case.

4.14 **Compensation**

During Quarter 4 a total of £1718.02 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 13 - Appendix 1

In total during 2019/20, a total of £6130.82 compensation was paid out.

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

complaint.

These figures exclude any payments made arising from the missed appointments, which is not considered a complaint based compensation payment.

4.15 **Councillor & MP Enquiries**

There were a total of 82 Councillor enquiries and 23 MP enquires received during Quarter 4.

79 Councillor Enquiries were responded to within timescale and 16 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 14 - 16 of Appendix 1.

In 2019/20 we received a total of 617 Councillor and MP enquiries; this is a decrease from the precious year when we received 762 Councillor and MP enquiries.

4.16 **Compliments**

There were 38 compliments recorded during Quarter 4. Details can be found on page 6 of Appendix 1.

In Quarter 4 out of the 38 compliments received 20 were for the Day to day repairs service.

In 2019/20 we received 184 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	30/04/20
Company Solicitor	Taran Lalria	29/04/20
Head of Service (Operational Board reports)	Lorraine Testro	30/04/20
Other	Maria Murphy	26/05/20