

COMPLAINTS AND COMPLIMENTS QUARTER 3

Report of Managing Director of Derby Homes

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 October and 31 December 2019 (Q3).

2. RECOMMENDATION

- 2.1 To note 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 61 Compliments recorded during Q3, details can be found on pages 3 and 4.
- 4.2 During Q3 a total of 106 complaints were received, 106 were acknowledged within the target time of 2 working days.
- 4.3 Full details of all complaints received are shown on pages 5 - 13 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.4 During Q3 103 complaints were responded to within timescale.
- 4.5 Out of the 102 closed complaints during Q3

36 we upheld
43 were not upheld
23 were partially upheld.

Out of the 36 upheld complaint, 35 were the fault of Derby Homes.

There were no real trends showing this quarter, there was mixture of general repair complaints and compensation claims. We closed 36 staff complaints; 14 complaints were upheld and 9 were partially upheld.

We have seen an increase in staff complaints received over the last two quarters, as a result the Senior Management Team have prioritised further training and guidance for staff at the staff briefing on 6 February 2020.

- 4.6 During Q3 two complaints were escalated to the appeals stage and 3 appeals were closed.
1 appeal was upheld this complaint was in relation to the conduct of a contractor.
2 appeals were partially upheld, these were both rechargeable repair complaints/ disputes.
- 4.7 During Q3 one complaint appeal had been referred to the Ombudsman. We have provided all the complaint investigations information for them to investigate.
- 4.8 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.
- 4.9 Where significant failings are identified which require a change to policy or procedure, this will be reported to the Operational Board.

Compensation

- 4.10 During Quarter 3 a total of £815 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 10 - Appendix 1
- 4.11 This compensation figure is solely made up of payments made following a complaint.

Councillor / MP Enquiries

- 4.12 There were a total of 72 Councillor enquiries and 44 MP enquires received during Q3.
- 4.13 65 Councillor enquiries were responded to within timescale and 40 of MP enquiries were responded to on time.

A breakdown of enquiry reasons and Ward details have been included in the report. Details can be found on pages 11 – 13 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	20.01.2020
Head of Service (Operational Board reports)	Lorraine Testro	17.01.2020
Managing Director	Maria Murphy	03.02.2020