

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 2018 (Q2).

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 received during the quarter.

4. MATTER FOR CONSIDERATION

- 4.1 Full details of all complaints received are shown on pages 3 - 12 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.2 During Q2 a total of 144 Stage One complaints were received, all were acknowledged within the target time of 2 working days.
- 4.3 Of the 144 responses sent during Q2 141 received a response within the target 10 working days. Of the 3 complaints which responded to late, 1 was due to sickness and 2 were missed by the manager responsible.
- 4.4 During Q2 98% of all complaints were responded to within timescale (target = 96%)
- 4.5 Three complaints were escalated to become Stage Two complaints during Q2.
- 4.6 No Stage Three complaints were received during Q2.
- 4.7 Out of the 143 Stage One complaints closed during Q2:
47 were upheld
79 were not upheld
17 were partially upheld.

Out of 47 upheld complaints, 46 were deemed to be caused by a fault of Derby Homes. (One upheld complaint was attributed to a Sub contractor)

4.8 During Q2, three Stage Two complaints were received and were closed.

2 were upheld
0 were not upheld
1 was partially upheld.

4.9 **Lessons Learnt**

Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

4.10 **Compensation**

During Q2 2018/2019 a total of £1693 compensation was paid out following complaints being made. This money was paid directly onto the customers rent account. Details of which departments made payments can be found on page 8 - Appendix 1

4.11 **Councillor & MP Enquiries**

There were a total of 104 Councillor enquiries and 60 MP enquires received during Q2.

94 Councillor Enquiries were responded to within timescale and 59 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 9 - 11 of Appendix 1.

4.12 **Compliments**

There were 37 compliments recorded during Q2. Details can be found on page 12 of Appendix 1.

In Q2 out of the 37 compliments received 14 were for the Day to Day Repairs Service.

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:

Managing Director/Head of Service	Maria Murphy	
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