

COMPLAINTS AND COMPLIMENTS QUARTER 2

Report of the Head of Personnel

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 July and 30 September 2016 (Q2).

2. RECOMMENDATION

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

3. Q2 COMPLAINTS

- 3.1 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.
- 3.2 During Quarter 2 a total of 138 Stage 1 complaints were received, 138 were acknowledged within the target time of 2 working days, 120 received a response within the target 10 working days. The remaining 18 complaints are on track to be responded to within the target of ten working days and will be counted in quarter 3.

There was one Stage 2 complaint received in quarter 2.

There have been no stage 3 complaints received during quarter 2.

- 3.3 Out of the 120 stage 1 complaints closed during Quarter 2:

33 were upheld
72 were not upheld
15 were partially upheld.

Out of the 33 upheld, 32 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, compensation claims and staff complaints.

The one stage 2 complaint received during quarter 2 was upheld.

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 then this will be reported to the operational board.

COUNCILLOR & MP ENQUIRIES

There were a total of 127 Councillor enquiries and 23 MP enquires received during Quarter 2.

124 Councillor Enquiries were responded to within timescale and 23 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 9 - 12 of Appendix 1.

COMPLIMENTS

There were 74 compliments recorded during Quarter 2. Details can be found on page 12 of Appendix 1.

In Quarter 2 out of the 74 compliments received 52 were for the day to day repairs service.

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