

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 2016 (Q3).

2. RECOMMENDATION

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

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints received during the last quarter.

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 3 a total of 125 Stage 1 complaints were received, 125 were acknowledged within the target time of 2 working days 123 received a response within the target 10 working days.

There was one Stage 2 complaint received in quarter 3.

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

- 4.3 Out of the 131 Stage 1 complaints closed during Quarter 3:

37 were upheld
79 were not upheld
15 were partially upheld.

Out of the 37 upheld 31 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 two Stage 2 complaint received during quarter 3, one has been closed and not upheld. The other complaint is still open.

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

4.4 COUNCILLOR & MP ENQUIRIES

There were a total of 89 Councillor enquiries and 22 MP enquires received during Quarter 3.

87 Councillor Enquiries were responded to within timescale and 20 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.

4.5 COMPLIMENTS

There were 91 compliments recorded during Quarter 3. Details can be found on page 13 of Appendix 1.

In Quarter 3 out of the 91 compliments received 69 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