

COMPLAINTS AND COMPLIMENTS QUARTER 4

Report of the Head of Personnel

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 January and 31 March 2017 (Q4) and for the year 2016/17.

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 last quarter and year.

4. MATTER FOR CONSIDERATION

- 4.1 Full details of all complaints received are shown on pages 3 to 10 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.

- 4.2 During Quarter 4 a total of 123 stage one complaints were received, 123 were acknowledged within the target time of 2 working days 122 received a response within the target 10 working days.

There were 5 complaints escalated to become stage two complaints during Quarter 4

There was 1 stage three complaint received during Quarter 4.

- 4.3 Out of the 99 stage one complaints closed during Quarter 4:

30 were upheld
53 were not upheld
16 were partially upheld.

Out of the 30 upheld 28 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.

During this quarter, 5 stage two complaint were received and 4 stage two complaints were closed and 1 progressed to a stage three complaint. Out of those closed one complaint was upheld and 4 were not upheld.

The stage three complaint received during Quarter 4 was presented to the Tenant Panel. This complaint was about damage to decoration following a leak. This complaint was not upheld by the panel.

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.

4.4 Yearly Overview - Complaints

Stage One complaints - 517 stage one complaints were received in 2016/2017. An increase of 23 complaints in comparison to 2015/16.

Of the 490 stage one complaints closed in 2016/17:

- 131 were upheld
- 294 were not upheld
- 65 were partially upheld

Stage Two complaints - 12 stage two complaints were received in 2016/2017. In comparison to the previous year where 7 stage two complaints were received, there has been a marked increase in the number of Stage Two complaints.

Of the 12 stage two complaints received in 2016/2017

- 3 were upheld
- 9 were not upheld.

Stage Three complaints - 2 stage three complaints were received in 2016/17. There has been a decrease of 1 stage three complaint in comparison to 2015/16.

Of the 2 stage three complaints received in 2016/2017, both complaints were not upheld and no compensation was paid as a result.

Ombudsman – two complainants have contacted the Ombudsman regarding their complaints which have gone through our complaints process. We have provided all the complaint paperwork to the Ombudsman and are awaiting their response.

4.5 Compensation

During Quarter 4 2016/2017 a total of £155 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 10 - Appendix 1

In total during 2016/17 £8653.11 compensation was paid out. Of this £4155.00 was paid directly onto the tenants rent account.

This figure includes all compensation payments made, not just payments made following a complaint.

4.6 Councillor & MP Enquiries

There were a total of 128 Councillor enquiries and 21 MP enquires received during Quarter 4.

127 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 11- 13 of Appendix 1.

In 2016/17 we received a total of 586 Councillor and MP enquiries, this is a slight decrease from the precious year when we received 604 Councillor and MP enquiries.

4.7 Compliments

There were 61 compliments recorded during Quarter 4. Details can be found on page 14 of Appendix 1.

In Quarter 4 out of the 61 compliments received 42 were for the Day to day repairs service.

In 2016/17 we received 329 compliments.

There has been an increase of 106 compliments received for 2016/17 in comparison to 2015/16.

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