

## **COMPLAINTS AND COMPLIMENTS QUARTER 3**

Report of the Customer Service and Equalities Manager

### **1. SUMMARY**

- 1.1 This report provides detailed analysis of complaints received between 1 October and 31 December 2020 (Q3)

### **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 and compliments received during the quarter.

### **4. MATTER FOR CONSIDERATION**

- 4.1 There were 54 Compliments recorded during Q3 this is positive as we were delivering services differently during part of this Quarter due to the Coronavirus pandemic, details can be found on page 7.
- 4.2 Full details of all complaints received are shown on pages 3 - 19 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q3 a total of 86 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q3 100% of complaints were responded to within timescales against a target of 96%.
- 4.5 Out of the 84 closed complaints during Q3
  - 33 we upheld
  - 25 were not upheld
  - 26 were partially upheld
- 4.6 There were no real trends showing this quarter, there was mixture of general repair complaints, compensation claims and staff complaints.

4.7 During this quarter, 3 complaints were escalated to the stage 2 (formally the Appeal stage) all 3 were closed.

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

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.

#### **4.10 Compensation**

4.11 During Quarter 3 a total of £4,314 compensation was paid out following complaints being made.

4.12 Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process.

4.13 On disrepair cases where in most cases a settlement agreement is reached, during Q3 £24,732 was paid out. Details can be found on page 14 - Appendix 1.

#### **4.14 Learning from Complaints**

4.15 The Housing Ombudsman complaint handling code focusses on learning from complaints.

4.16 Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints. Details can be found on page 14 - Appendix 1.

#### **4.17 Councillor and MP Enquiries**

4.18 There was a total of 79 Councillor enquiries and 34 MP enquiries received during quarter 3.

4.19 71 Councillor enquiries were responded to within timescale and 33 MP enquiries were responded to on time.

4.20 A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 17 – 19 of Appendix 1.

### **5. OTHER OPTIONS CONSIDERED**

5.1 Non-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:**

<b>Managing Director</b>	Maria Murphy	15/02/21
<b>Finance Director/Derby Homes Accountant</b>	Michael Kirk	27/01/21
<b>Company Solicitor</b>	Taran Lalria	29/01/21
<b>Head of Service</b> (Operational Board reports)	Lorraine Testro	28/01/21