

COMPLAINTS AND COMPLIMENTS QUARTER 4

Report of the Head of Operations, Income Management and Customer Services

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 January and 31 March 2018 (Q4) and for the year 2017/18.

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 145 stage one complaints were received, 141 were acknowledged within the target time of 2 working days. 142 received a response within the target 10 working days. Three complaints required and extension. During this quarter 98.67% of all complaints were responded to within timescale against a target of 96%.

There were 6 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 105 stage one complaints closed during Quarter 4:

27 were upheld
66 were not upheld
12 were partially upheld.

Out of the 27 upheld, all 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, 6 stage two complaints were received and 4 stage two complaints were closed and 1 progressed to a stage three complaint.

None of the stage two complaints closed were upheld.

The stage three complaint received during Quarter 4 is on hold at the request of the customer.

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 - 461 stage one complaints were received in 2017/2018. A decrease of 56 complaints in comparison to 2016/17.

Of the 419 stage one complaints closed in 2017/18:

- 123 were upheld
- 250 were not upheld
- 46 were partially upheld

Stage Two complaints - 20 stage two complaints were received in 2017/2018. This is an increase of 8 stage two complaints in comparison to 2016/17.

Of the 20 stage two complaints received in 2017/2018

- 6 were upheld
- 9 were not upheld.
- 1 was partially upheld
- 1 complaint was revoked
- 3 complaints are still being investigated.

Stage Three complaints - 1 stage three complaint was received in 2017/18.

There has been a decrease of 1 stage three complaint in comparison to 2016/17

At present the stage three hearing has not taken place and has been put on hold at the request of the customer.

Ombudsman – 4 customers have contacted the Ombudsman.

Two cases have gone through the complaints process in 2017 and 2 cases contacted the Ombudsman directly without exhausting through the complaints process.

We have provided all the complaint paperwork and are awaiting their response.

4.5 Compensation

During Quarter 4 2017/2018 a total of £945 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 2017/18 £2690 compensation was paid out. These payments were 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 162 Councillor enquiries and 80 MP enquires received during Quarter 4.

154 Councillor Enquiries were responded to within timescale and 71 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- 12 of Appendix 1.

In 2017/18 we received a total of 839 Councillor and MP enquiries, this is a significant increase from the previous year when we received 586 Councillor and MP enquiries. This can be explained by departments transferring from Derby City Council to Derby Homes, namely Housing Options and Derby Advice.

4.7 Compliments

There were 23 compliments recorded during Quarter 4. Details can be found on page 13 of Appendix 1.

In Quarter 4 out of the 23 compliments received 12 were for the Day to day repairs service.

In 2017/18 we received 185 compliments.

There has been a decrease of 144 compliments received for 2017/18 in comparison to 2016/17.

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