

COMPLAINTS AND COMPLIMENTS QUARTER 1

Report of the Head of Operations (Income Management & Customer Services)

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 April and 30 June 2017 (Q1) 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 quarter.

4. MATTER FOR CONSIDERATION

- 4.1 Full details of all complaints received are shown on pages 3 - 7 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.2 During Quarter 1, a total of 122 stage one complaints were received, 121 were acknowledged within the target time of 2 working days. One complaint didn't receive acknowledgement within timescale as we were awaiting instruction as to whether or not it was a complaint. Of the 119 responses sent during Q1 118 received a response within the target 10 working days.

One complaint was escalated to become stage two complaint during Quarter 1.

There was no stage three complaints received during Quarter 1.

- 4.3 Out of the 151 total complaints closed during Quarter 1:

53 were upheld
83 were not upheld
15 were partially upheld.

Out of the 53 upheld 49 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, 1 stage two complaint was received and 2 stage two complaints were closed and 1 was upheld and 1 was not upheld.

No complaints were escalated to stage three during Q1.

Two complaints have progressed to the Ombudsman during this quarter. One has been concluded as not upheld and no maladministration by Derby Homes. The other complaint is still with the Ombudsman.

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 Compensation

During Quarter 1 2017/2018 a total of £775 compensation was paid out following complaints being made. Details of which departments made payments can be found on page 8 - Appendix 1.

Of this £700 was paid directly onto the tenant's rent account and £75 paid in decoration vouchers.

4.5 Councillor & MP Enquiries

There were a total of 161 Councillor enquiries and 19 MP enquiries received during Quarter 1.

152 Councillor enquiries were responded to within timescale and 18 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 - 11 of Appendix 1.

4.6 Compliments

There were 56 compliments recorded during Quarter 1. Details can be found on page 12 of Appendix 1.

In Quarter 1 out of the 56 compliments received 44 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