

## **COMPLAINTS AND COMPLIMENTS 2015/16 YEAR END**

Report of the Head of Personnel

### **1. SUMMARY**

This report provides summary of complaints, Councillor and MP enquiries, compliments received and compensation for 2015/2016. The report includes analysis of complaints received between 1 January and 31 March 2016 (Q4) and for the year 2015/16.

### **2. RECOMMENDATION**

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

### **3. MATTER FOR CONSIDERATION**

#### **End Of Year Position**

#### **3.1 Stage One complaints**

In 2015/16 we received 494 stage one complaints.

There has been an increase of 98 stage one complaints received for 2015/2016 in comparison to 2014/2015.

Of the 408 complaints closed in 2015/2016:

136 were upheld

223 were not upheld

49 were partially upheld

#### **3.2 Stage Two complaints**

In 2015/16 we received 7 stage two complaints.

There has been a significant decrease in the number of stage two complaints received for 2015/2016 in comparison to the previous years. This year we received 7 Stage two complaints. In 2014/2015 when we received 13 stage two complaints and in 2013/2014 we received 15 stage two complaints.

#### **3.3 Stage Three complaints**

In 2015/16 we received 3 stage three complaints.

There has been an increase of 2 stage three complaints received for 2015/2016 in comparison to 2014/2015.

All of the stage 3 complaints were not upheld and no compensation was paid as a result.

### 3.4 Compensation

In total during 2015/16 £8351.94 compensation was paid out. Of this £6221.76 was paid directly onto the tenants rent account.

This compensation figure is not solely made up of payments made following a complaint. Compensation payments are made when damage has been caused and accepted, without any complaint being submitted.

### 3.5 Compliments

In 2015/16 we received 223 compliments.

There has been an increase of 100 compliments received for 2015/2016 in comparison to 2014/2015.

### 3.6 Councillor and MP enquiries

In 2015/2016 we received a total of 604 Councillor and MP enquiries, this is a small increase from the previous year when we received 575 Councillor and MP enquiries.

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