

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 January 2021 (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 71 Compliments recorded during Q3, this is an increase of 9 in comparison to the previous quarter. The Gas team and the Customer Service team both saw significant increase in the number of compliments received in Q3, details can be found on page 6 of Appendix 1.
- 4.2 Full details of all complaints received are shown on pages 7-12 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q3 a total of 84 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q3 97.33% of complaints were responded to within timescales.
- 4.5 Out of the 74 stage 1 complaints closed complaints in Q3 2021/22
- 23 were upheld
38 were not upheld
13 were partially upheld

Out of the 23 upheld complaints, all were the fault of Derby Homes.

- 4.6 In Q3 the category with the highest number of complaints were received relating to members of staff. The Senior Management Team are aware, and a separate staff complaints report is issued to them.
- 4.7 During this quarter we closed 5 stage 2 complaints.
- 2 complaint was upheld
2 complaints were partially upheld
1 complaint were not upheld.
- 4.8 Where, because 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. Learning from Complaints is discussed at Senior Management Team meetings.
- 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

- 4.10.1 During Q3 a total of £1,390 compensation was paid out following complaints being made. Details of compensation payments are shown on pages 12 of Appendix 1.
- 4.10.2 In December 2021, (separate to the Complaints process) Derby Homes refunded a total of £10,841 to residents of Rivermead House, Bath Street and Duke Street in relation to a reduced level of Concierge services provided during the year due to long term staff absence. Further detail can be found on page 13 of Appendix 1.
- 4.10.3 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.

4.11 Learning from Complaints

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

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 13 - Appendix 1

4.12 Councillor and MP Enquiries

- 4.12.1 There was a total of 88 Councillor enquiries and 36 MP enquires received during Q3.
- 4.12.2 76 Councillor enquiries were responded to within timescale and 31 MP enquiries were responded to on time.
- 4.12.2 A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 14-16 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: Complaints Report Q3 Appendix 1

This report has been approved by the following officers:

Managing Director	Maria Murphy	24/02/2022
Finance Director/Derby Homes Accountant	Helen Samuel	11/2/22
Company Solicitor	Taran Lalria	28/02/2022