

Meeting:	Audit and Governance Committee	Date:	8 September 2014
Subject:	Annual Complaints monitoring		
Report Of:	Monitoring Officer		
Wards Affected:	All		
Key Decision:	No	Budget/Policy Framework:	No
Contact Officer:	Sue Mullins, Monitoring Officer		
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Appendices:	1. Summary of total complaints and compliments for last 4 municipal years		
	2. 2013/14 complaints shown by service area		

1.0 Purpose of Report

- 1.1 To consider statistics relating to complaints and compliments received by the Council between April 2013 and March 2014 and complaints made to the Local Government Ombudsman about the Council during the same period.

2.0 Recommendations

- 2.1 The Audit and Governance Committee is asked to **RESOLVE:**
- (a) That the report be noted; and
 - (b) Following consideration of the information contained in the report, to make any other recommendations it wishes to make.

3.0 Background and Key Issues

- 3.1 The Council has a process for dealing with complaints about its services and for receiving compliments and other comments. The Council's Complaints Policy and procedure is being reviewed at present and, following public consultation, is in the process of being finalised. When a revised Complaints procedure has been approved, training on how to use the procedure will be provided to relevant officers within the Council.
- 3.2 Any complaints received by the Council are recorded and monitored to ensure that we know whether or not we are meeting our targets for responding to complaints.
- 3.3 Appendix 1 contains a summary of the total numbers of complaints and compliments for each municipal year from 2010/11 onwards to enable the Committee to understand how the number of complaints and compliments received in 2013/14 compares with previous years.
- 3.4 Appendix 2 shows the complaints received in 2013/14 broken down by service area, together with the numbers of those complaints which are found to be justified or unjustified and whether the number of complaints is an increased or decrease on the previous year.

- 3.5 Where a complainant is dissatisfied with the Council's response to their complaint, they can refer the matter to the Local Government Ombudsman (LGO). In 2013/14, a total of 6 complaints were made to the LGO. The Ombudsman decided that 2 of the complaints were premature, and that a further 2 of the complaints should not be investigated. The remaining 2 complaints have been accepted by the LGO and are ongoing.

4.0 Alternative Options Considered

- 4.1 There are no alternative options relevant to this matter.

5.0 Reasons for Recommendations

- 5.1 The Audit and Governance Committee needs to be kept informed about the Council's performance in dealing with complaints as part of its governance role. Monitoring of complaint volumes, response times and services against which complaints are raised can help with early identification of issues that might need addressing or to identify service improvements.

6.0 Future Work and Conclusions

- 6.1 Information on complaints handling will continue to be recorded during 2014-15 for presentation to the Committee in June 2015.

7.0 Financial Implications

- 7.1 There are no financial implications arising from this report.

(Financial Services have not been consulted in the preparation this report.)

8.0 Legal Implications

- 8.1 There are no legal implications arising from this report.

(Legal Services have been consulted in the preparation this report.)

9.0 Risk & Opportunity Management Implications

- 9.1 Regular consideration of complaints enables the Council to ensure that its governance arrangements are appropriate and up-to-date.

10.0 People Impact Assessment (PIA):

- 10.1 The PIA Screening Stage was completed and did not identify any potential or actual negative impact, therefore a full PIA was not required.

11.0 Other Corporate Implications

Community Safety

- 11.1 There are no community safety implications.

Sustainability

- 11.2 There are no sustainability implications.

Staffing & Trade Union

11.3 There are no staffing implications.

Background Documents: None.

Appendix 1

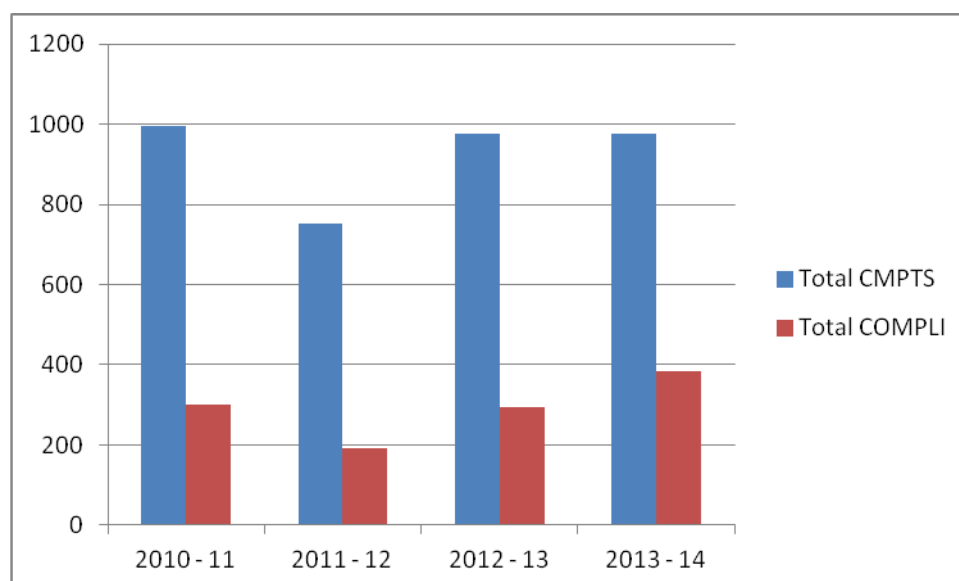
Complaints Stats Year on Year comparison – 2010 - 2014

Stage 1													
	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Stage 1
2010/11	125	72	68	90	127	82	37	53	40	68	42	126	930
2011-12	95	77	75	57	66	69	60	49	45	49	46	48	736
2012-13	49	52	101	115	108	105	82	65	48	105	56	59	945
2013-14	52	112	103	87	91	73	82	68	56	53	59	100	936

Stage 2													
	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Stage 2
2010/11	10	10	15	4	6	5	5	2	2	2	2	3	66
2011-12	0	4	1	0	1	5	0	0	0	2	3	1	17
2012-13	2	2	2	5	4	2	3	2	2	4	4	0	32
2013-14	6	4	5	7	1	3	4	1	3	1	2	2	39

	Total COMPLAINTS	Total COMPLIMENTS
2010 - 11	996	300
2011-12	753	193
2012-13	977	293
2013-14	975	*385

*Compliments have increased by almost 100 over the previous year. This is the highest number of compliments received over the last 4 years.



APPENDIX 2

Complaints received in 2013-14

Department Name	Stage 1	Stage 2	Total	Justified	Unjustified	Other	Change in total from 2012/13
THE ARBOR	1	0	1	1	0	0	+ 1
ASSET MANAGEMENT	12	3	15	10	0	5	+ 14
BENS, INVESTIGATIONS, W.R. (CIVICA)	23	0	23	8	4	11	+7
BUILDING STANDARDS AND CONTROL	4	0	4	2	2	0	+ 4
CEMETERIES AND CREMATORIUM	3	0	3	1	1	1	0
CIVICA CLIENT TEAM	3	0	3	2	1	0	*
COUNCIL TAX (CIVICA)	35	1	36	6	0	30	- 4
CUSTOMER SERVICES	46	0	46	35	6	5	+ 18
DEMOCRATIC SERVICES	1	0	1	0	0	1	+1
DEVELOPMENT CONTROL-REGENERATION	13	1	14	0	13	1	+ 12
ELECTORAL ROLL	3	0	3	3	0	0	- 4
ENVIRONMENTAL HEALTH ENFORCEMENT	3	0	3	1	2	0	*
ENVIRONMENTAL HEALTH	33	2	35	7	17	11	*
ENVIRONMENTAL PLANNING CONSERVATION	2	0	2	1	0	1	*
AMEY	560	20	580	420	72	88	- 54
FREEDOM OF INFORMATION	1	0	1	1	0	0	- 1
FOLK MUSEUM	3	0	3	2	0	1	+ 3
GLOS CITY HOMES	3	0	3	1	1	1	+ 8
MARKETING GLOUCESTER	1	0	1	1	0	0	+ 1
GUILDHALL	8	2	10	2	2	6	- 11
HOMELESS & HOUSING ADVICE MANAGER	2	0	2	0	1	1	+ 2
HOMELESS	2	0	2	0	1	1	+ 2
MARKETS	13	0	13	6	5	2	+ 8
COMMUNICATIONS AND MARKETING	1	0	1	1	0	0	0
MUSEUMS	6	0	6	5	1	0	+ 4
NMS ENVIRONMENTAL	80	8	88	45	22	21	*
NMS NEIGHBOURHOODS	33	1	34	21	2	11	*
PARKING	7	0	7	1	6	0	- 14
PARKING PARTNER	3	0	3	2	0	1	- 2
Pest Control Contractor	2	0	2	1	1	0	- 1
PLANNING	5	1	6	1	2	3	+ 3
ENVIRONMENTAL PLANNING	6	0	6	5	1	0	+ 1
PROJECTS AND MAINTENANCE SERVICE	1	0	1	1	0	0	0
REGENERATION SERVICES	1	0	1	1	0	0	- 1
HOUSING RESOURCE TEAM	6	0	6	3	1	2	*
REVENUES,FEES AND CHARGES (CIVICA)	8	0	8	2	2	4	#
SPATIAL PLANNING & ENVIRONMENT	1	0	1	1	0	0	0
TOURIST OFFICE (TIC)	1	0	1	1	0	0	- 1
Total	936	39	975	601	166	208	

* Direct comparison not possible because of service changes

Direct comparison not possible due to changes in complaints processing

The above table shows a drop of 54 complaints against Amey this year which is a great achievement.

Customer Service saw an increase of 18 complaints. Following analysis ten of these complaints were for corporate/external organisations where the customer had reported the initial enquiry through us e.g. Highways, ASB team at GCH,. Security team at North Warehouse reception, Out of Hours Service, Civica re payment kiosk not working following break in. We did also see an increase in complaints for the face to face teams seeing customers in reception regarding waiting times and information given by some of our temporary staff who are no longer with us.

Parking shows a reduction of 14 complaints but following the transfer of certain car parks to Asset Management their complaints have risen by 14. This means that the number of parking complaints actually remained the same.

Complaint outcomes – 2013-14			
Justified	Unjustified	Misunderstanding/Other/Raised in error	Current
601	166	208	0

