

Year 2018-19

Year 2018-19	Complaints Received			Complaints Closed							
Performance & Monitoring	Total Complaints Recieved	Complaints Recieved Stage 1	Complaints Received Stage 2	Total complaints closed	Closed at Stage 1	Closed within 5 Working Days	Extension Stage 1	Exceeded S1 deadline after extension ie +10days	Total working days to close Stage 1 complaints	Average working days to close S1	Closed at Stage 2
Communications, Culture & Communities	37	36	1	36	35	32	1	2	103	3	1
Education, Learning & Attainment	26	24	2	9	7	4	0	3	70	10	2
People & Technology	0	0	0	0	0	0	0	0	0	0	0
Regulatory	23	18	5	23	18	12	4	2	89	5	5
Resources	83	74	9	66	56	30	10	16	538	10	10
Environment & Neighbourhood	222	216	6	190	184	160	14	10	578	3	6
Housing & Employability	72	65	7	61	54	39	10	5	213	4	7
Regeneration	133	122	11	117	106	82	16	8	455	4	11
Totals	596	555	41	502	460	359	55	46	2046	4	42
Complaint Category			Upheld per category Stage 1	Upheld per category Stage 2	Performance						
					% of complaints closed within SPSO timescales					90%	
Below declared service standard		1	0	0	average working days to close Stage 1 complaints					4	
Citizen expectation not met - quality of service		316	102	2	average working days to close Stage 2 complaints					13	
Citizen expectation not met – timescales		79	48	2	% of Stage 1 complaints upheld					43%	
Council policy – charges		11	3	1	% of Stage 2 complaints upheld					14%	
Council policy – does not meet criteria		0	0	0							
Council policy – level of service provision		72	0	0	Channel Received						
Delay in service delivery		0	0	0	E-mail					183	
Employee behaviour		61	17	0	Online Complaints form					218	
Error in Service Delivery		32	19	0	Internal Complaints form					9	
Failure to deliver service		6	1	1	In Writing					22	
Service standards not declared		0	0	0	By telephone					162	
Contractor		18	6	0	Face to Face					1	
					Social Media					1	
Total		596	196	6	TOTAL					596	
Equalities											
Equality concern raised			0								

						Outcome					
Closed within 20 working days	Extension Stage 2	Exceeded S2 deadline after extension ie +25	Total working days to close Stage 2 complaints	Average working days to close S2	Escalated from Stage 1 to 2	Upheld Stage 1	Not Upheld Stage 1	Upheld Stage 2	Not upheld Stage 2	Withdrawn	SPSO Enquires
1	0	0	3	0	1	21	14	0	1	0	0
2	0	0	9	0	1	4	3	0	2	0	0
0	0	0	0	0	0	0	0	0	0	0	0
4	1	0	54	0	2	4	14	0	5	0	0
7	2	1	118	0	2	26	30	1	9	0	0
5	1	0	65	0	1	54	130	1	5	0	0
4	2	1	107	0	4	15	39	1	6	0	0
8	1	2	203	0	7	72	34	3	8	0	0
31	7	4	559	13	18	196	264	6	36	0	0

Complaints Performance 2018/19

Performance & Monitoring	Communications, Culture & Communities	Education, Learning & Attainment	People & Technology	Regulatory	Resources	Environment & Neighbourhood	Housing & Employability
Complaints Received							
Total Complaints Recieved	37	26	0	23	83	222	72
Complaints Recieved Stage 1	36	24	0	18	74	216	65
Complaints Received Stage 2	1	2	0	5	9	6	7
Complaints Closed							
Total complaints closed	36	9	0	23	66	190	61
Closed at Stage 1	35	7	0	18	56	184	54
Closed within 5 Working Days	32	4	0	12	30	160	39
Extension Stage 1	1	0	0	4	10	14	10
Exceeded S1 deadline after extension ie +10days	2	3	0	2	16	10	5
Total working days to close Stage 1 complaints	103	70	0	89	538	578	213
Average working days to close S1	3	10	0	5	10	3	4
Closed at Stage 2	1	2	0	5	10	6	7
Closed within 20 working days	1	2	0	4	7	5	4
Extension Stage 2	0	0	0	1	2	1	2
Exceeded S2 deadline after extention ie +25	0	0	0	0	1	0	1
Total working days to close Stage 2 complaints	3	9	0	54	118	65	107
Average working days to close S2	0	0	0	0	0	0	0

Escalated from Stage 1 to 2	1	1	0	2	2	1	4
Outcomes							
Upheld Stage 1	21	4	0	4	26	54	15
Not Upheld Stage 1	14	3	0	14	30	130	39
Upheld Stage 2	0	0	0	0	1	1	1
Not upheld Stage 2	1	2	0	5	9	5	6
Withdrawn	0	0	0	0	0	0	0
SPSO Enquires	0	0	0	0	0	0	0

Regeneration	Totals
133	596
122	555
11	41
117	502
106	460
82	359
16	55
8	46
455	2046
4	4
11	42
8	31
1	7
2	4
203	559
0	13

7	18
72	196
34	264
3	6
8	36
0	0
0	0

Complaint Category		category Stage 1	category Stage 2
Below declared service standard	1	0	0
Citizen expectation not met - quality of service	316	102	2
Citizen expectation not met – timescales	79	48	2
Council policy – charges	11	3	1
Council policy – does not meet criteria	0	0	0
Council policy – level of service provision	72	0	0
Delay in service delivery	0	0	0
Employee behaviour	61	17	0
Error in Service Delivery	32	19	0
Failure to deliver service	6	1	1
Service standards not declared	0	0	0
Contractor	18	6	0
Total	596	196	6

Equalities	
Equality concern raised	0

Performance	
% of complaints closed within SPSO timescales	90%
average working days to close Stage 1 complaints	4
average working days to close Stage 2 complaints	13
% of Stage 1 complaints upheld	43%
% of Stage 2 complaints upheld	14%
Channel Received	
E-mail	183
Online Complaints form	218
Internal Complaints form	9
In Writing	22
By telephone	162
Face to Face	1
Social Media	1
TOTAL	596