

## Our Complaints Performance – Q1

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1<sup>st</sup> April and 30<sup>th</sup> June 2013.

### How many customer complaints did we receive?

- Between April 1<sup>st</sup> and June 30<sup>th</sup> 2013 we handled **143** customer complaints.
- **131** complaints were handled at stage one.
- **12** complaints were handled at stage two.

### What was the outcome of stage one complaints?

- We upheld **55** (42%) stage one complaints.
- We partially upheld **35** (27%) stage one complaints
- We did not uphold **41** (31%) stage one complaints

### What was the outcome of stage two complaints?

- We upheld **2** (17%) stage two complaints
- We partially upheld **4** (33%) stage two complaints
- We did not uphold **6** (50%) stage two complaints.

### Our timescales – Stage One Complaints

We aim to respond to stage one complaints within **5** working days.

- We closed **85 (65%)** stage one complaints within **5** working days.
- The average time to respond to stage one complaints was **7** working days.

### Our timescales – Stage Two Complaints

We aim to respond to stage two complaints within **20** working days.

- We closed **7** (58%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **23** working days

### Customer Satisfaction with our Complaints Procedure

Customers can give us feedback about our complaints procedure by phone, face to face, in writing or on-line. Between April and September, only one complainant gave us feedback. While this feedback was positive, it is not a representative sample and we are considering a range of ways to increase the customer feedback we receive.

## Why Customers Complained

The highest volume of complaints handled related to:

- Complaints about waste management and grounds maintenance e.g. bins, litter and dog fouling. (**25** complaints )
- Complaints about housing repairs and property maintenance (**23** complaints)
- Complaints about roads (**23** complaints)
- Complaints about housing(**15** complaints )
- Complaints about leisure services (**12** complaints)

## How We Learn From Complaints

We use information from complaints to drive service improvements. Information on improvements and changes as a result of complaints will be published on our website.