

Our Complaints Performance – Q2

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1st July and 30th September 2013.

How many customer complaints did we receive?

- Between July 1st and September 30th 2013 we handled **230** customer complaints.
- **209** complaints were handled at stage one.
- **21** complaints were handled at stage two.

What was the outcome of stage one complaints?

- We upheld **89** (43%) stage one complaints.
- We partially upheld **40** (19%) stage one complaints
- We did not uphold **80** (38%) stage one complaints

What was the outcome of stage two complaints?

- We upheld **2** (10%) stage two complaints
- We partially upheld **8** (38%) stage two complaints
- We did not uphold **11** (52%) stage two complaints.

Our timescales – Stage One Complaints

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

- We closed **143** (68%) 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 **14** (67%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **21** 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. (**46** complaints)
- Complaints about housing (**36** complaints)
- Complaints about roads (**26** complaints)
- Complaints about housing repairs and property maintenance (**25** complaints)
- Complaints about leisure services (**12** complaints)
- Complaints about Schools (**11** 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.