

Our Complaints Performance – Q3

We will publish complaints performance information quarterly. The performance information contained below relates to complaints handled between 1st October and 31st December 2013.

How many customer complaints did we receive?

- Between October 1st and December 31st 2013 we handled **245** customer complaints.
- **218** complaints were handled at stage one.
- **27** complaints were handled at stage two.

What was the outcome of stage one complaints?

- We upheld **120** (55%) stage one complaints.
- We partially upheld **36** (17%) stage one complaints
- We did not uphold **62** (28%) stage one complaints

What was the outcome of stage two complaints?

- We upheld **6** (22%) stage two complaints
- We partially upheld **7** (26%) stage two complaints
- We did not uphold **14** (52%) stage two complaints.

Our timescales – Stage One Complaints

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

- We closed **150** (69%) stage one complaints within **5** working days.
- The average time to respond to stage one complaints was **6** working days.

Our timescales – Stage Two Complaints

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

- We closed **15** (56%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **22** 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. (**48** complaints)
- Complaints about housing repairs and property maintenance (**48** complaints)
- Complaints about schools and nurseries (**33** complaints)
- Complaints about roads (**21** 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.