

# Complaints Performance Statistics

Timeline: 2023 Q4

\*Updated on 08/04/2024

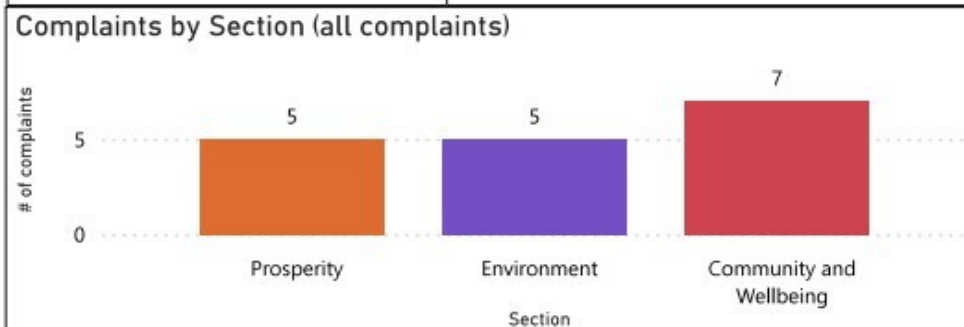
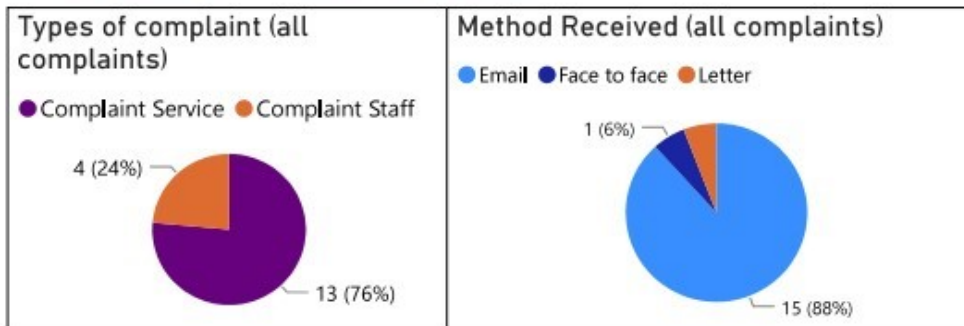
## Complaints Received

|                              |                                     |                                     |                      |
|------------------------------|-------------------------------------|-------------------------------------|----------------------|
| Number of complaint received | Number of Stage 1 closed complaints | Number of Stage 2 closed complaints | Number of live cases |
| 17                           | 12                                  | 3                                   | 2                    |

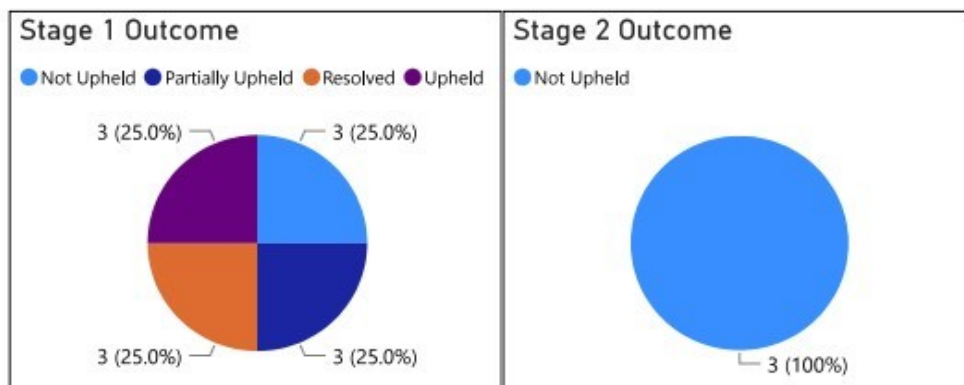
## Performance against timescale (Closed complaints)

|  |   |   |
|--|---|---|
| <b>Average of Stage 1 Workday to Close</b><br> | <b>Stage 1 Target (5 days)</b><br>● Met Target ● Missed Target<br>  | Number of extension authorised for stage 1 complaints<br><br><b>3</b> |
| <b>Average of Stage 2 Workday to Close</b><br> | <b>Stage 2 Target (20 days)</b><br>● Met Target ● Missed Target<br> | Number of extension authorised for stage 2 complaints<br><br><b>1</b> |

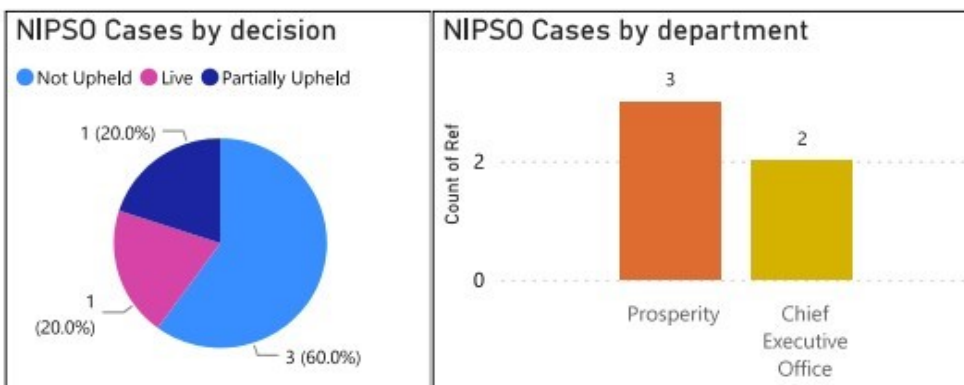
## All Complaints- Information and Details



## Complaints Outcome (Closed complaints)



## NIPSO Complaints



## Improvements required by Service Area

- 5 Prosperity – Planning
- 5 Environment- Waste
- 7 Community Wellbeing- Leisure, Parks

### Prosperity

Planning – more detail for customers in respect of the planning process and factors affecting timescales – as result of two complaints upheld. Better signposting to The Guide to the Planning Application Process which sets out the process in detail.

Acknowledgement that in Planning very often Stage 1 timeframes are not possible given level of investigation/detail required – needs addressed so Customer Service does not have to chase Planning Service for responses.

Officers require to be reminded of need to keep open communication where an applicant/agent has requested an update on a planning application which would negate some complaints being received.

### Community and Wellbeing

Leisure miscommunication with members around T&Cs, this has resulted in fees having to be refunded.  
Staff attitude Leisure –3 complaints around staff attitude.

### Environment

#### Increase in all volume HRC.

Customers are reaching their threshold at an early stage of the year and not able to book online and this is causing an increase in call volume, Pentagull met with Waste and Customer Service Manager in December.

Resolution was that Pentagull were to arrange new settings on the site for admin to amend for eligible customers, this has not occurred.

### Neighbourhood Environment

Fixed Penalty Notice issued to the incorrect address, this has resulted in a customer going through court proceedings and a data protection breach being recorded.

## Lesson Learned

### Prosperity

#### Planning

Planning to investigate ways of signposting to more detail on processing times and factors affecting such times and ensure that customers are kept fully informed of process.

Planning Service and Customer Services met and have now created a contract between them, building a flowchart and full explanations around timescales for complaint handing from stage 1 to stage 2.

### Community and Wellbeing

#### Leisure

Leisure to revisit the Terms and Conditions of membership and ensure that all staff, website fully explain the T&Cs and staff are fully trained around this. Full cancellation policy documents must have a full explanation of the cancellation process and the instructions for the customer. Leisure to arrange with HR to supply training for new staff on dealing with conflict and customer service training, to ensure that a consistent approach is provided.

### Environment

#### Waste HRC

New HRC site permissions to be set by Pentagull; Waste Manager to chase to secure before the end of April 2024.

### NET

All Fixed Penalty Notices to be double checked before sending and scanning onto Tecare to ensure that the detail is correct, alternative methods of receipt to be discussed and offered to the customer.

## Trends analysis and action have been/ will be taken to improve services

### Q3

| Number of complaint received | Number of Stage 1 closed complaints | Number of Stage 2 closed complaints | Number of NPSPO Cases |
|------------------------------|-------------------------------------|-------------------------------------|-----------------------|
| 28                           | 20                                  | 5                                   | 0                     |

#### Performance against timescale (Closed complaints)



### Q4

| Number of complaint received | Number of Stage 1 closed complaints | Number of Stage 2 closed complaints | Number of live cases |
|------------------------------|-------------------------------------|-------------------------------------|----------------------|
| 17                           | 12                                  | 3                                   | 2                    |

#### Performance against timescale (Closed complaints)



Q3 shows our first quarter with staff using tecare for all complaints and embedding the new CHP. This shows that the average complaints handled at stage 1 took 9 days to resolve and in Q4 this has improved to an average timescale of 6days which is closer to the target set.

Q3 shows in our first quarter and average two stage complaint was resolved in 14 days and in Q4 it was 17 days, although these are both within timescale, we have had 1 stage 2 complaint that required and extension which has been approved.

I am satisfied by these statistics and feel that this will improve with all directorates gaining a better understanding of the new process and this will improve the overall service for the council.