

Complaints Performance Statistics

Timeline: 2024 Q2

*Updated on 10-7-2024

Complaints Received

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
12	7	4	1

Performance against timescale (Closed complaints)

<p>Average of Stage 1 Workday to Close</p>	<p>Stage 1 Target (5 days)</p> <p>● Met Target ● Missed Target</p>	<p>Number of extension authorised for stage 1 complaints</p> <p style="text-align: center;">2</p>
<p>Average of Stage 2 Workday to Close</p>	<p>Stage 2 Target (20 days)</p> <p>● Met Target ● Missed Target</p>	<p>Number of extension authorised for stage 2 complaints</p> <p style="text-align: center;">4</p>

Complaints Outcome (Closed complaints)

<p>Stage 1 Outcome</p> <p>● Resolved ● Upheld ● Not Upheld</p>	<p>Stage 2 Outcome</p> <p>● Partially Upheld ● Not Upheld</p>
--	---

All Complaints- Information and Details

<p>Types of complaint (all complaints)</p> <p>● Complaint Service ● Complaint Staff</p>	<p>Method Received (all complaints)</p> <p>● Email ● Face to face ● Telephone</p>
---	---

<p>Complaints by Section (all complaints)</p>

NIPSO Complaints

<p>NIPSO Cases by decision</p> <p>● Live ● Not Upheld</p>	<p>NIPSO Cases by department</p>
---	----------------------------------

Q2 2024 Complaints Narrative

Community & Wellbeing – Community Development

Safeguarding concern within a Summer Scheme.

Prosperity – Planning

One requiring explanation on planning process, and two seeking clarification on timescales regarding time to process applications.

Environment – Waste & Cleansing

Bin not collected for lengthy period due to new crew.

Unable to get through on phone and could not access HRC due to being at limit of visits.

Assisted Lift of bin refusal.

Community & Wellbeing – Leisure

Repeat cancellation of exercise classes.

Compliance – Lands

A third-party organisation requesting a new commemorative service within Borough which could not be approved before the event due to an Equality Impact Assessment being required and timeframe too limited to do this in time for the event to proceed.

Compliance – Sustainability

Concern over the Council's Constitutional principles not being complied with.

Regeneration

Art Sculpture Project – Concern over tender process.

Lessons Learned

Community Development – Better communication with parents at registration stage – registration process improvements required.

Planning – Better communication with applicants when processing applications required.

Waste / Cleansing – Improvement of communication with new crews required. Additional staff required to answer telephone calls for HRC bookings and review the option for admin staff to be able to extend the number of bookings for HRC sites.

Leisure – Increased resilience required i.e. bank of people to call off in the event of sickness or unforeseen circumstances.

Compliance – Lands – The Council fulfilled their legal obligation to promote good relations pursuant to section 75 of the Northern Ireland Act 1998 (the 'Act'). Lands Policy being reviewed to ensure that requestors are away of potential delays in approval if additional requirements are needed.

Sustainability - Council report regularly on any aspects of Climate Change and Sustainability. In recent years this has been focused on the new Climate Change Act NI legislation so no need to review or scrutinise the Constitution.

Regeneration – The Council adhered to the legally mandated procurement process for acquiring this art piece.