

COMPLAINTS MONITORING REPORT

CHIEF EXECUTIVE'S OFFICE

QUARTER 3 October – December 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears Sep 2013 –Nov 2013)

Notes: for the purposes of complaint reporting, Social Work Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	0			
Quarter 2	2			2 (100%)
Quarter 1	6	2 (33%)		4 (67%)
Comment: No complaints were received during Quarter 3.				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3				
Quarter 2				
Quarter 1			1 (50%)	
Comment:				
Notes: Calculation based on number and percentage of complaints closed				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3				
Quarter 2				
Quarter 1				
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3			
Quarter 2			2 (100%)
Quarter 1	1 (25%)	1 (25%)	2 (50%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3			
Quarter 2			13 days
Quarter 1	2 day		26 days
Comment:			
Notes: Calculation based on not counting date of receipt but counting actual response date.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3			
Quarter 2			1 (50%)
Quarter 1	2 (100%)		2 (50%)
Comment:			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 3		
Quarter 2		0 (0%)
Quarter 1		2 (100%)
Comment:		
Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints

Type of Complaint	Outcome	Responsible Officer	Action taken

COMPLAINTS MONITORING REPORT

COMMUNITY CARE

QUARTER 3 October - December 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September – November 2013)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	5	2 (22%)	0 (0%)	7 (78%)
Quarter 2	5	0 (N/A%)	0 (N/A%)	5 (62%)
Comment: In quarter 3, 1 Frontline and 4 Investigative complaints were received.				
Notes: There were 3 additional MSP/MP enquiries and 1 'out-with the complaints procedure'				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	2	0 (0%)	1 (50%)	1 (50%)
Quarter 2	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Comment: Notes: Calculation based on number and percentage of complaints closed				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Quarter 2	N/A	0 (N/A%)	0 (N/A%)	0 (N/A%)
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	7	0 (N/A%)	3 (43%)	4 (57%)
Quarter 2	5	3 (60%)	1 (20%)	1 (20%)
Comment: Notes: Calculation based on number and percentage of complaints closed				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3	3	N/A	24 days
Quarter 2	N/A	N/A	22 days
Comment: In quarter 3, 7 investigative and 2 frontline complaint stages were fully responded to.			
Notes: Calculation based on not counting date of receipt but counting actual response date.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3	2 (100%)	0 (N/A%)	2 (29%)
Quarter 2	0 (N/A%)	0 (N/A%)	2 (40%)
Comment: In quarter 3, 2 of the 7 investigative complaint stages closed were responded to within target timescales. Both frontline requests were responded to within the target timescale.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 3	0 (N/A)	4 (80%)
Quarter 2	0 (N/A)	3 (100%)
Comment: In quarter 3, 5 investigate complaint stages were responded to over the 20 day target timescale; in except one of these cases a holding letter was sent and in that case the ‘responded to’ time was 21 days.		
Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline Complaint Against Staff –	Part Upheld	Care At Home – Service Manager	Reinforcement: HC Manager spoke to member of staff involved and also telephoned complainant to update him.

Type of Complaint	Outcome	Responsible Officer	Action taken
Investigative Complaint Against Service - Assessment (Stage 2)	Part Upheld	Care At Home – Service Manager	Reinforcement: Apology given on behalf of department also a general staff reinforcement in relation to procedures
Investigative Complaint Against Staff – (Stage 1)	Part Upheld	Care At Home – Service Manager	Reinforcement: Apology given for the part of the complaint that was upheld, both in writing and via telephone. Service instructed to ensure that all information relating to support needs are detailed in yellow folders.
Investigative Other (Stage 1)	Part Upheld	Commissioning - Senior Commissioning Officer	Review/advice: The consideration of people's individual requirements and routines is to be reviewed i.e. to what extent they can be met by Care Homes, and how to ensure that all involved are clear about their expectations. This issue will be discussed by the Senior Management Team and any actions followed up with both staff involved in arranging Respite breaks and in contracting with Care Homes for Respite Care.

COMPLAINTS MONITORING REPORT

CORPORATE SERVICES

QUARTER 3 October – December 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears Sep 2013 – Nov 2013)

Notes: for the purposes of complaint reporting, Social Work Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	10	7 (70%)	1 (10%)	2 (30%)
Quarter 2	14	12 (86%)		2 (14%)
Quarter 1	32	29 (91%)		3 (9%)
Comment:				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	4 (57%)		3 (43%)
Quarter 2	5 (42%)	2 (16%)	5 (42%)
Quarter 1	14 (48%)	4 (14%)	11 (38%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3			1 (100%)
Quarter 2			
Quarter 1			
Comment:			

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage			
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3			2 (100%)
Quarter 2		1 (50%)	1 (50%)
Quarter 1		1 (33%)	2 (67%)

Comment:

Notes: Calculation based on number and percentage of complaints **closed**

Indicator – Average Times**The average time in working days for a full response to complaints at each stage**

	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3	4 days	15 days	9 days
Quarter 2	4 days		13 days
Quarter 1	3 days		9 days

Comment:

Note: figure is number of days complaints answered within, day complaint received is day 1

Indicator – Performance against Timescales**Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days**

	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3	7 (100%)		3 (100%)
Quarter 2	11 (92%)		2 (100%)
Quarter 1	27 (93%)		3 (100%)

Comment:

In quarter 3, all complaints received were responded to within target timescales.

Indicator – number of cases where an extension is authorised**Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised**

	No (%) Frontline	No (%) Investigative (20 days)
Quarter 3	N/A	
Quarter 2	0 (0%)	
Quarter 1	0 (0%)	

Comment:

In quarter 3, no complaints were responded to over target timescales.

Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.

Indicator – Learning from complaints**Outline changes or improvements to services or procedures as a result of the consideration of complaints**

Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline	Upheld	Taxation Manager	Taxation Officer reminded staff of the importance of ensuring that addresses are correctly removed at staff meeting.

Type of Complaint	Outcome	Responsible Officer	Action taken
Frontline	Upheld	Appeals and Recovery Officer	Benefits Processing Officer offered member of staff training and support. Overpayment notification issues discussed at weekly processing meeting.
Frontline	Upheld	Taxation Officer	Nothing can be done at the moment as we do not have manpower to cross match bills but when the billing is outsourced it will be part of the contract.

COMPLAINTS MONITORING REPORT

DEVELOPMENT SERVICES

QUARTER 3 October – December 2013

Notes:

1. to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (September 2013 – November 2013)
2. for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	8	2(25%)	6(75%)	0
Quarter 2	8	5(62%)	0	3(37%)
Quarter 1	17	6 (35%)	0	11 (65%)
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	1(50%)	0	1(50%)	
Quarter 2	0	2(40%)	3(60%)	
Quarter 1	0	3 (50%)	3 (50%)	
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	0	1(17%)	5(83%)	
Quarter 2	n/a	n/a	n/a	
Quarter 1	0	0	1(100%)	
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	0	0	0	
Quarter 2	0	0	3(100%)	
Quarter 1	0	2 (18%)	9 (82%)	
Comment:				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3	2.5	19.3	n/a
Quarter 2	2.2	n/a	17.3
Quarter 1	5.8	n/a	17.8
Comment: One escalated complaint was delayed by 20 working days due to an administrative error. The average time for escalated complaints would otherwise be 15.2 working days.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3	2(100%)	5(83%)	n/a
Quarter 2	5(100%)	n/a	3(100%)
Quarter 1	5 (83%)	n/a	10 (91%)
Comment: One escalated complaint was delayed by 20 working days due to an administrative error. The complaint was complicated and needed investigation and responses from both Direct & Development Services involving various officers. The complicated nature of the complaint and the administrative error delay meant that the response took 40 working days (late by 20 working days).			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised		
	No (%) Frontline	No (%) Investigative (20 days)
Quarter 3	0	0
Quarter 2	0	0
Quarter 1	0	1 (100%)
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
6121 Enforcement	Part-upheld	Manager Development Management	Officers were reminded of importance to keep anyone with an enquiry up to date and avoid delay in responses. Item to be raised at team meeting.

COMPLAINTS MONITORING REPORT

DIRECT SERVICES

QUARTER 3 October – December 2013

Notes:

1. to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears (September 2013 – November 2013)
2. for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	26	21 (81%)	4 (15%)	1 (4%)
Quarter 2	25	23 (92%)	0	2 (8%)
Quarter 1	18	18 (100%)	0	0
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	3(14%)	1 (5%)	16 (76%)	
Quarter 2	3 (13%)	0	20 (87%)	
Quarter 1	0	1 (6%)	17(94%)	
Comment: One complaint's outcome is yet to be decided. It hasn't been decided because it is awaiting feedback from the complainant.				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	0	0	4 (100%)	
Quarter 2	n/a	n/a	n/a	
Quarter 1	n/a	n/a	n/a	
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	0	0	1 (100%)	
Quarter 2	0	0	2 (100%)	
Quarter 1	n/a	n/a	n/a	
Comment:				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage

	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3	4.4	19	26
Quarter 2	3.2	n/a	20
Quarter 1	2.6	n/a	n/a
Comment:			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days

	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3	11 (52%)	3 (75%)	0 (0%)
Quarter 2	16 (69%)	n/a	1(50%)
Quarter 1	18 (100%)	n/a	n/a
Comment:			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised

	No (%) Frontline	No (%) Investigative (20 days)
Quarter 3	0	1 (20%)
Quarter 2	0	0
Quarter 1	0	n/a
Comment:		

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints

Type of Complaint	Outcome	Responsible Officer	Action taken
Complaint against staff	Part Upheld	Parks Supervisor	Staff were reminded of the no smoking policy.

COMPLAINTS MONITORING REPORT

EDUCATION & SOCIAL CARE

(Schools & Curriculum Development and Lifelong Learning, Culture and Sport)

QUARTER 3 October – December 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September 2013 – November 2013)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	20	5 (25%)		14 (70%)
Quarter 2	10	3 (30%)	-	7 (70%)
Quarter 1	19	4 (21%)	-	15 (79%)
Comment: In quarter 3, 20 complaints were received; 15 x investigative and 5 x frontline. One investigative complaint is not yet closed.				
Notes: Excluded MP/MSP and out with the complaints procedure				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3		1 (20%)	2 (40%)	2 (40%)
Quarter 2		1 (33%)	1 (33%)	1 (33%)
Quarter 1			2 (50%)	2 (50%)
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	N/A			
Quarter 2	N/A			
Quarter 1	N/A			
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3		5 (36%)	7 (50%)	2 (14%)
Quarter 2		1 (14%)	4 (57%)	2 (29%)

	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 1	2 (13%)	1 (7%)	12 (80%)
Comment:			
Notes: Calculation based on number and percentage of complaints closed			

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3	0.6		14.4
Quarter 2	4.3		8.3
Quarter 1	3		10
Comment:			
In quarter 3, five frontline complaints were fully responded to in a total of 3 days; an average of 0.6 days per complaint. In addition the 14 of the 15 investigative complaints were fully responded to in a total of 202 days; an average of 14.4 days per complaint.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3	5 (100%)		13 (93%)
Quarter 2	2 (67%)		7 (100%)
Quarter 1	4 (100%)		15 (100%)
Comment:			
In quarter 2, 18 of the 20 complaints received were responded to within target timescales. One investigative complaint was responded to one day late due to the complexity of the complaint. One other investigative complaint is ongoing, again due to the complexity of the complaint; an extension has been agreed with the complainant.1			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised			
		No (%) Frontline	No (%) Investigative (20 days)
Quarter 3	N/A		1 (50%)
Quarter 2		0 (0%)	
Quarter 1	N/A		
Comment:			
In Quarter 3 two complaints were not responded to within target timescales. One of these had an extension agreed.			
Notes: Calculation based on number of complaints out with target timescale and of those how many where there was a holding letter sent.			

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Corporate Services	Upheld	Sports Facilities Manager	Reinforcement - Apology for distress caused. Attempts will be made to avoid staff confusion in future and to ensure all booking forms are in place prior to hires for rooms.
Corporate Services	Upheld	Head of Schools & Curriculum Development	Review / Advice
Process/ Procedure	Part upheld	Quality Improvement Officer	Review / Advice
Corporate Services	Part upheld	Quality Improvement Officer	Reinforcement
Corporate Services	Part upheld	Quality Improvement Officer	Review / Advice - The complaint was partially upheld due to the fact that the mother's perception of how the school dealt with her issues differed from that of the HT.
Corporate Services	Part upheld	Head of Schools & Curriculum Development	Reinforcement
Process/ Procedure	Upheld	Quality Improvement Officer	Reinforcement
Corporate Services	Part upheld	Head of Schools & Curriculum Development	Redress
Corporate Services	Part upheld	Quality Improvement Officer	Review / Advice
Bullying	Upheld	Head Teacher, Mosstodloch Primary School	Redress
Corporate Services	Part upheld	Head Teacher, Elgin High School	Redress
Corporate Services	Part upheld	Depute, Elgin High School	Redress
Process/ Procedure	Upheld	Quality Improvement Officer	Reinforcement
Other	Part upheld	Acting Depute, St Gerardine Primary School	Redress
Bullying	Upheld	Acting Depute, St Gerardine Primary School	Redress

COMPLAINTS MONITORING REPORT

INTEGRATED CHILDREN SERVICES

QUARTER 3 October – December 2013

(Note: to avoid reporting response times across the quarter, the reporting quarter is calculated one month in arrears September 2013 – November 2013)

Notes: for the purposes of complaint reporting, Stage 1 and 2 are classed as investigative as response timescales are the same

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	6			5 (83%)
Comment: In quarter 3, 4 stage 1 complaints and 2 investigative stage complaints were received, five of which were resolved at this stage.				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	N/A			
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3	N/A			
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
		No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld
Quarter 3		1 (20%)	2 (40%)	2 (40%)
Comment: Notes: Calculation based on number and percentage of complaints closed				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3			15
Comment: In quarter 3, 5 investigative complaints were fully responded to in a total of 77 days; an average of 15 days per complaint.			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter 3			5 (83%)
Comment: In quarter 3, the one complaint not responded to within set timescales was extended.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised			
	No (%) Frontline	No (%) Investigative (20 days)	
Quarter 3			1 (100%)
Comment: In quarter 3, one complaint was extended to allow a full investigation to be carried out. The investigation is ongoing.			

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints			
Type of Complaint	Outcome	Responsible Officer	Action taken
Process/ Procedure	Upheld	Head of Integrated Children's Services	Redress
Corporate Services	Part upheld	Head of Integrated Children's Services	Reinforcement – staff was reminded of the importance of maintaining contact with families and returning calls timeously.
Process/ Procedure	Part upheld	Head of Integrated Children's Services	Redress – it was acknowledged that there was a delay following referral before a meeting with social work was arranged. It was also acknowledged that there are inconsistencies across Moray in terms of service provision.

COMPLAINTS MONITORING REPORT
HOUSING AND PROPERTY SERVICES

QUARTER 3 October – December 2013

Indicator – Closed Complaints

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints				
	Total Received	No (%) Closed Frontline	No (%) Closed Escalated	No (%) Closed Investigative
Quarter 3	31	10 (32%)	21 (68%)	0
Quarter 2	31	14 (45%)	17 (55%)	0
Quarter 1	21	7 (33%)	14 (67%)	0
Comment:				

Indicator – Complaints Upheld, Partially Upheld, Not Upheld

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	6 (60%)	1 (10%)	3 (30%)	
Quarter 2	3 (21%)	3 (21%)	8 (58%)	
Quarter 1	3 (43%)	2 (28%)	2 (28%)	
Comment:				

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter3	4 (19%)	2 (10%)	15 (71%)	
Quarter 2	3 (18%)	3 (18%)	11 (65%)	
Quarter 1	4(29%)	4(29%)	5 (36%)	
Comment:				

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage				
	No (%) Upheld	No (%) Part Upheld	No (%) Not Upheld	
Quarter 3	0	0	0	
Quarter 2	0	0	0	
Quarter 1	0	0	0	
Comment:				

Indicator – Average Times

The average time in working days for a full response to complaints at each stage			
	No of days Frontline	No of days Escalated	No of days Investigative
Quarter 3	2.7	17.1	n/a
Quarter 2	1.3	16.5	n/a
Quarter 1	3.0	14.6	n/a
Comment:			

Indicator – Performance against Timescales

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days			
	No (%) Frontline (5 days)	No (%) Escalated (20 days)	No (%) Investigative (20 days)
Quarter3	10 (100%)	19 (90%)	0
Quarter 2	14 (100%)	16 (94%)	0
Quarter 1	7 (100%)	11 (79%)	0
Comment: Two Investigative Escalated complaints were the subject of Holding Letters and were responded to within the extended due dates.			

Indicator – number of cases where an extension is authorised

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised			
	No (%) Frontline	No (%) Investigative (20 days)	
Quarter 3	0	2 (10%)	
Quarter 2	0	1 (6%)	
Quarter 1	0	2 (14%)	
Comment:			

Indicator – Learning from complaints

Outline changes or improvements to services or procedures as a result of the consideration of complaints				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
6455	Repairs/Capital/Planned maintenance	Part upheld	Senior Building Maintenance Manager	Contractors were reminded to call prior to visiting tenants especially after office hours
6438	Complaint Against Staff	Part upheld	Head of Housing & Property	Staff were reminded of procedures for dealing with untidy gardens and identifying yourself when contacting tenants.
6324	Repairs/Capital/Planned maintenance	Upheld	Building Services Manager	Incorrect information has now been corrected.
6415	Other	Upheld	Housing Manager	Staff were reminded not to ask tenants to phone back and instead to take their number and phone them.

ID	Type of Complaint	Outcome	Responsible Officer	Action taken
6463	Allocations	Upheld	Acting Head of Housing & Property	Measures are being put in place to prevent recurrence.
6468	Repairs/Capital/Planned maintenance	Upheld	Acting Head of Housing & Property	A staff member was reminded of customer handling procedures. Contractor use is being reviewed.