

CORPORATE COMPLAINTS STATISTICS 2008/9 – 2010/11

Table 1: Complaints Received by Department

	Children Families & Learning	Economic Regeneration	Environment	HBS (Mouchel)	Legal & Democratic Services	Performance /Policy	Social Care	Street Wardens	Corporate	TOTAL
2008-2009	38	33	312	53	1	0	55	0	5	497
2009-2010	58	19	168	62	3	2	39	4	3	358
2010-2011	74	32	155	42	3	0	53	2	10	371

Table 2: Complaints not dealt with by way of the Complaints Procedures

	Non Qualifying Complaint	Passed to other organisation	Passed to Registered Provider	Passed to Contracted agency
2008-2009	4	0	5	0
2009-2010	5	0	0	0
2010-2011	19	0	0	0

Notes: Non-qualifying complaints are complaints that fall outside the definition of a complaint as set out in the Council's Corporate Complaints Procedures.
Complaints are passed to a 'registered provider' when they are a complaint about a service provided under certain social care legislation (for example, private care homes). This is legal requirement in respect of dealing with such complaints.

Table 3: Complaints dealt with by way of the Complaints Procedures, by Stage received

Received at	2008-2009	2009-2010	2010-2011
Stage 1	449	313	319
Stage 2	26	32	20
Stage 3	11	3	6
Ombudsman	2	5	7
Total	488	353	352

Table 4: Outcome of complaints

Outcome	2008-2009	2009-2010	2010-2011
Complaint upheld	334	196	168
Complaint not upheld	78	90	105
Complaint partially upheld	55	40	52
Complaint withdrawn	6	5	7
Complaint cancelled	5	4	5
Total	478	335	337

Note: Does not include Ombudsman complaints – these are subject of a separate annual report to Committee

Table 5: Outcome of complaints by Department

	Upheld			Not Upheld			Partially Upheld		
	2008-09	2009-10	2010-11	2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
Children, Families & Learning	4	8	3	12	27	44	14	11	12
Economic Regeneration	7	8	8	9	6	9	5	4	8
Environment	294	146	133	11	13	13	6	4	8
Mouchel	12	22	10	30	31	26	10	5	3
Legal & Democratic Services	0	1	0	1	0	1	0	0	0
Corporate (other than L&D)	1	2	0	3	1	4	1	0	1
Social Care	16	9	14	12	12	8	19	16	20

Table 6: Completion times for Stage 1 complaints

Completion times in working days	2008-2009	2009-2010	2010-2011
5 days or less	91 (20%)	53 (18%)	57 (19%)
10 days or less	140 (31%)	92 (31%)	74 (24%)
20 days or less	155 (35%)	103 (34%)	112 (37%)
More than 20 days	63 (14%)	53 (18%)	62 (20%)
Total	449	301	305

Notes: The Council's Corporate Complaints Procedures require Stage 1 complaints to be completed in 20 working days

Table 7: Compliments Received by Department

	Children Families & Learning	Economic Regeneration	Environment	HBS (Mouchel)	Legal & Democratic Services	Social Care	Street Wardens	Corporate	TOTAL
2009-2010	23	4	23	2	12	79	15	1	159
2010-2011	14	3	11	1	0	58	2	1	90

Table 8: Reasons for Compliments (where recorded)

	Service Quality	Staff Conduct	Other
2009-2010	151	10	0
2010- 2011	88	2	0

Table 9

Complaints Received by Department that exceeded the 20 day response time at Stage 1

	Children Families & Learning	Economic Regen	Environment	HBS (Mouchel)	Legal & Democratic Services	Performance /Policy	Social Care	Street Wardens	Corp Servs	TOTAL
2010-2011	74	32	155	42	3	0	53	2	10	371
Over 20 days	7 (9%)	3 (9%)	17 (11%)	7 (17%)	0	0	27 (51%)	1 (50%)	0	62 (17%)
	Fam Serv 6 Pupil Sup1	Dev Control 2 Housing 1	Comm Safety 1 Comm Protection Oth 2 Sport & Leis 5 Hortic Servs 4 Streetscene Oth 1 Refuse 2 Trans & Design Oth 1 Winter Mntce 1	Benefits 2 Coun Tax NNDR 5			Learning Disabilities 1 Ment Healt 7 Older Pple 16 Perf & Plan 1 Phys Dis 2			