

QUARTERLY COMPLAINTS REPORT

December 2013



Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Stage 1 Complaints								
Performance, Improvement and Transformation								
Responded on time	Shane Flynn Heather Price	No Data No Target		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater
Number received	Shane Flynn Heather Price	No Data Info Only		0 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater
ICT								
Responded on time	Shane Flynn Ben Trueman	No Data No Target		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater
Number received	Shane Flynn Ben Trueman	No Data Info Only		0 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater
Corporate Support								
Number received	Shane Flynn Cassie O'Neil	No Data Info Only		0 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater
Legal Governance								
Responded on time	Steve Baker Mark Brookes	0.00% (0/1) Target: 80.00		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater
Number received	Steve Baker Mark Brookes	1 Complaints Info Only	➡	0 Complaints Info Only	➡	1 Complaints Info Only	✓	Updater
Democratic Services								

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Responded on time	Steve Baker Jim Doyle	No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater No responses required this month
Number received	Steve Baker Jim Doyle	0 Complaints Info Only	➡	0 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater No responses necessary.
Commissioning, Procurement and Compliance								
Responded on time	Steve Baker Ben Hosier	No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater No complaints received during this period.
Number received	Steve Baker Ben Hosier	0 Complaints Info Only	➡	0 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater No complaints received during this period.
People								
Responded on time	Steve Baker Matt Rawdon	No Data No Target		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater
Number received	Steve Baker Matt Rawdon	No Data Info Only		0 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater Positive outcome
Development Management and Planning								
Responded on time	James Doe Alex Chrusciak	100.00% (8/8) Target: 80.00	➡	100.00% (13/13) Target: 80.00	➡	100.00% (11/11) Target: 80.00	✓	Updater Target met.
Number received	James Doe Alex Chrusciak	5 Complaints Info Only	➡	12 Complaints Info Only	➡	10 Complaints Info Only	✓	Updater There was a higher rate of complaints received in October and November 2013 when compared to the same months in 2012. The quarterly figure is therefore higher than for the same period last year. The overall level remains fairly low and there isn't considered to be a wider upward trend or underlying issue
Strategic Planning and Regeneration								
Responded on time	James Doe Chris Taylor	100.00% (2/2) Target: 80.00	➡	No Incidents (0/0) Target: 80.00		100.00% (2/2) Target: 80.00	✓	Updater Complaints all dealt with within 20 days

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Number received	James Doe Chris Taylor	1 Complaints Info Only	↗	1 Complaints Info Only	↗	3 Complaints Info Only	✓	Updater All dealt with within time limits
Property and Place								
Responded on time	Elliott Brooks Calvin Fisher	96.81% (91/94) Target: 80.00	→	96.97% (32/33) Target: 80.00	→	97.67% (42/43) Target: 80.00	✓	Updater
Number received	Elliott Brooks Calvin Fisher	79 Complaints Info Only	↘	29 Complaints Info Only	↗	38 Complaints Info Only	✓	Updater
Tenants and Leaseholders								
Responded on time	Elliott Brooks Andy Vincent	100.00% (8/8) Target: 80.00	→	90.91% (10/11) Target: 80.00	→	100.00% (13/13) Target: 80.00	✓	Updater All complaints have been responded to within target
Number received	Elliott Brooks Andy Vincent	10 Complaints Info Only	↗	11 Complaints Info Only	↗	13 Complaints Info Only	✓	
Strategic Housing								
Responded on time	Elliott Brooks Julia Hedger	16.67% (1/6) Target: 80.00	↗	100.00% (7/7) Target: 80.00	→	100.00% (10/10) Target: 80.00	✓	Updater
Number received	Elliott Brooks Julia Hedger	3 Complaints Info Only	↗	7 Complaints Info Only	↗	11 Complaints Info Only	✓	Updater
Environmental Services								
Responded on time	David Austin Craig Thorpe	77.78% (14/18) Target: 80.00	↗	100.00% (23/23) Target: 80.00	→	100.00% (16/16) Target: 80.00	✓	Updater
Number received	David Austin Craig Thorpe	14 Complaints Info Only	↗	25 Complaints Info Only	↘	14 Complaints Info Only	✓	Updater
Resident Services								
Responded on time	David Austin Julie Still	100.00% (2/2) Target: 80.00		100.00% (1/1) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	Updater No outstanding matters
Number received	David Austin Julie Still	1 Complaints Info Only	↗	1 Complaints Info Only	↗	1 Complaints Info Only	✓	Updater No outstanding matters
Regulatory Services								

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Responded on time	David Austin Chris Troy	No Incidents (0/0) Target: 80.00		60.00% (3/5) Target: 80.00	↗	100.00% (4/4) Target: 80.00	✓	Updater
Number received	David Austin Chris Troy	0 Complaints Info Only	↗	4 Complaints Info Only	↗	6 Complaints Info Only	✓	Updater
Financial Services								
Responded on time	James Deane Paul Sutton	No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✓	
Number received	James Deane Paul Sutton	0 Complaints Info Only	↗	0 Complaints Info Only	↗	0 Complaints Info Only	✓	Updater
Commercial Assets and Property Development								
Responded on time	James Deane Mike Evans	100.00% (1/1) Target: 80.00	↘	100.00% (4/4) Target: 80.00	↘	75.00% (3/4) Target: 80.00	✓	Updater All responses handled within time required.
Number received	James Deane Mike Evans	1 Complaints Info Only	↗	5 Complaints Info Only	↘	4 Complaints Info Only	✓	Updater All responses handled within time required.
Revenues, Benefits and Fraud								
Responded on time	James Deane Chris Baker	57.14% (8/14) Target: 80.00	↗	100.00% (15/15) Target: 80.00	↗	100.00% (20/20) Target: 80.00	✓	Updater All answered in time
Number received	James Deane Chris Baker	10 Complaints Info Only	↗	13 Complaints Info Only	↗	20 Complaints Info Only	✓	Updater
Stage 2 Complaints								
Performance and Projects								
Responded on time	Sally Marshall Shane Flynn	No Data No Target		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✗	
Number received	Sally Marshall Shane Flynn	No Data Info Only		0 Complaints Info Only	↗	0 Complaints Info Only	✗	
Chief Executive's Unit								

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Responded on time	Sally Marshall Steve Baker	No Data No Target		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✗	
Number received	Sally Marshall Steve Baker	No Data Info Only		0 Complaints Info Only	➡	0 Complaints Info Only	✗	
Planning, Development and Regeneration								
Responded on time	Mark Gaynor James Doe	25.00% (1/4) Target: 80.00	➡	80.00% (4/5) Target: 80.00	➡	100.00% (6/6) Target: 80.00	✓	
Number received	Mark Gaynor James Doe	4 Complaints Info Only	➡	3 Complaints Info Only	➡	8 Complaints Info Only	✓	
Housing Landlord								
Responded on time	Mark Gaynor Elliott Brooks	100.00% (10/10) Target: 80.00	➡	83.33% (5/6) Target: 80.00	➡	87.50% (7/8) Target: 80.00	✓	
Number received	Mark Gaynor Elliott Brooks	9 Complaints Info Only	➡	6 Complaints Info Only	➡	7 Complaints Info Only	✓	
Neighbourhood Delivery								
Number received	Martin Hone David Austin	2 Complaints Info Only	➡	1 Complaints Info Only	➡	0 Complaints Info Only	✓	Updater Approved
Responded on time	Martin Hone David Austin	66.67% (2/3) Target: 80.00	➡	100.00% (1/1) Target: 80.00	➡	100.00% (1/1) Target: 80.00	✓	Updater Approved
Finance and Resources								
Responded on time	Martin Hone James Deane	66.67% (2/3) Target: 80.00	➡	0.00% (0/1) Target: 80.00	➡	75.00% (3/4) Target: 80.00	✓	Updater Owner The 'shortfall' is caused by a single complaint now being dealt with in the target time.
Number received	Martin Hone James Deane	3 Complaints Info Only	➡	0 Complaints Info Only	➡	4 Complaints Info Only	✓	Updater
Stage 3 Complaints								

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Responded on time	Sally Marshall Sally Marshall	No Data No Target		No Incidents (0/0) Target: 80.00		No Incidents (0/0) Target: 80.00	✗	
Number received	Sally Marshall Sally Marshall	No Data Info Only		0 Complaints Info Only	➡	0 Complaints Info Only	✗	
Housing and Regeneration								
Number received	Sally Marshall Mark Gaynor	3 Complaints Info Only	⬇️	7 Complaints Info Only	⬇️	2 Complaints Info Only	✗	
Responded on time	Sally Marshall Mark Gaynor	100.00% (3/3) Target: 80.00	⬇️	83.33% (5/6) Target: 80.00	⬇️	75.00% (3/4) Target: 80.00	✗	
Finance and Operations								
Responded on time	Sally Marshall Martin Hone	No Data No Target		No Incidents (0/0) Target: 80.00		66.67% (2/3) Target: 80.00	✗	
Number received	Sally Marshall Martin Hone	No Data Info Only		2 Complaints Info Only	⬇️	1 Complaints Info Only	✗	