

Quarterly Complaints Report – Quarter 3 (2017-2018)

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Key points:

- These quarterly reports are reviewed at CMT and then published in the Councillors' Bulletin.
- The attached figures cover the period October - December 2017
- The total for this quarter is 110. This is a decrease on the total for the last quarter (162) and a decrease on the same quarter last year (150).
- There has been a significant decrease in complaints in Community Services. This is due to the successful implementation of the new patch working arrangements and the end of the growing season.

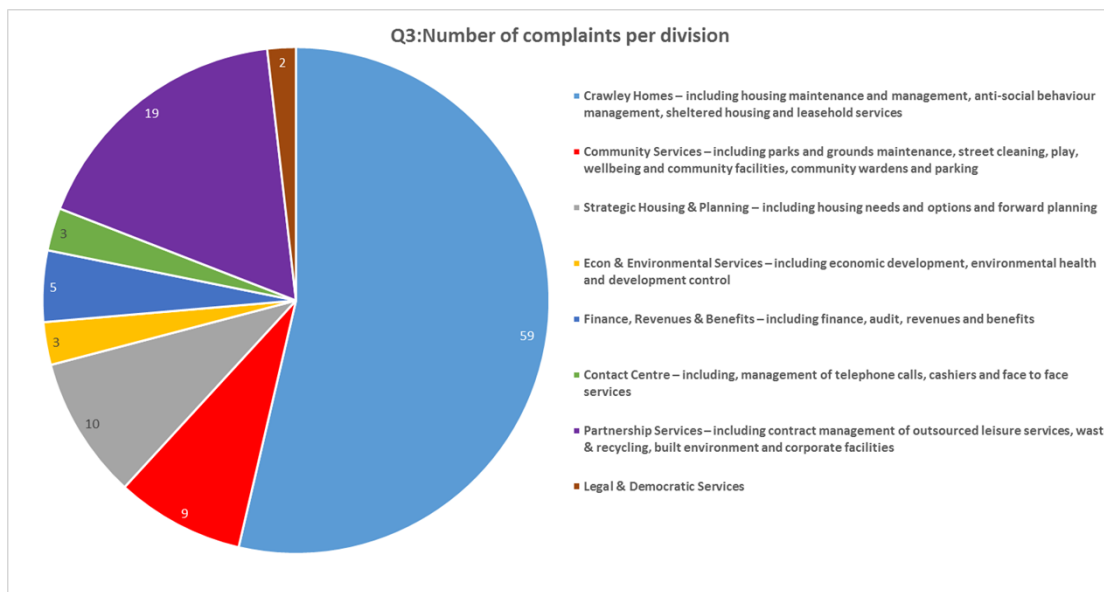
Complaints Key Statistics

October - December 2017

Total number of complaints recorded – 110 (162)

Figures in brackets are for Qtr 2

- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 59 (57)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 9 (54)
- Strategic Housing & Planning – including housing needs and options and forward planning - 10 (4)
- Econ & Environmental Services – including economic development, environmental health and development control – 3 (8)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits - 5 (6)
- People & Technology (contact centre) – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 3 (3)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 19 (28)
- Legal & Democratic 2 (1)



Total number of complaints classified as serious – 29 (14)

Number of missed bins – 418 (470)

Number of reviews where the customer was dissatisfied with the initial response – 6 (6)

Percentage of complaints dealt with in ten working days – 85% (83%)

Number of recorded racist and hate incidents – There were no incidents recorded as hate graffiti. There were no complaints where the complainant felt that they had been discriminated against on the grounds of a protected characteristic.

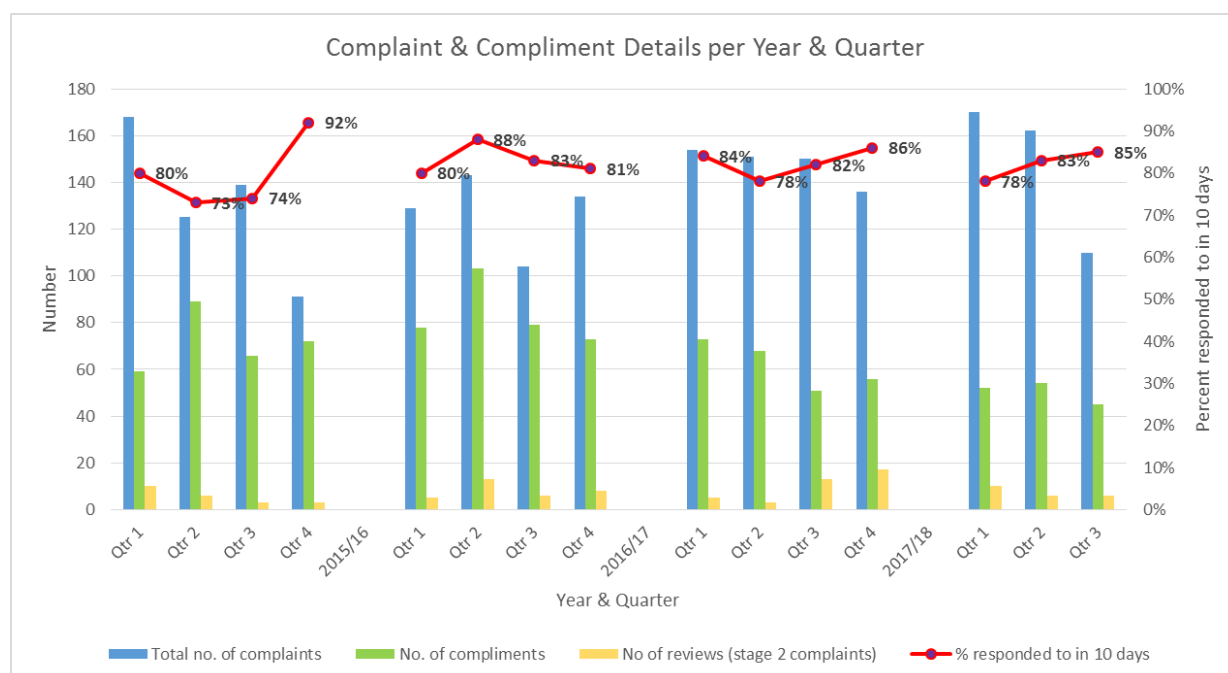
Ombudsman complaints – There were 2 new complaints registered with the Local Government and Social Care Ombudsman during this period. In one case the Ombudsman sent the case back for local resolution as it had not been through the local complaints process. In the second case the Ombudsman decided the case did not require investigation. There was one other complaint outstanding from Quarter 2 which the Ombudsman has now decided not to investigate as it is 4 years old. There is one new case and two outstanding cases with the Housing Ombudsman where we have provided information and are awaiting a decision.

Compliments – 45 (54)

This is the same as the previous quarter and includes:

- Crawley Homes - 30 (26)
- Partnership Services - 3 (4)
- Community Services - 8 (21)
- Finance, Revenues & Benefits 1 (2)
- Contact Centre – 3 (0)

Trends



Year & Qtr	Total no. of complaints	Crawley Homes	Partnership Services	No. of missed bins	% responded to in 10 days	No. of compliments	No of reviews (stage 2 complaints)
2014/15							
Qtr 1	168	71	55	1526	80%	59	10
Qtr 2	125	40	37	1262	73%	89	6
Qtr 3	139	43	45	971	74%	66	3
Qtr 4	91	37	15	431	92%	72	3
2015/16							
Qtr 1	129	29	34	986	80%	78	5
Qtr 2	143	52	36	488	88%	103	13
Qtr 3	104	36	28	376	83%	79	6
Qtr 4	134	52	22	303	81%	73	8
2016/17							
Qtr 1	154	56	33	386	84%	73	5
Qtr 2	151	68	20	548	78%	68	3
Qtr 3	150	60	31	468	82%	51	13
Qtr 4	136	71	13	434	86%	56	17
2017/18							
Qtr 1	170	69	21	391	78%	52	10
Qtr 2	162	57	28	470	83%	54	6
Qtr 3	110	59	19	418	85%	45	6

Complaints at the Hawth and K2

These services are provided on behalf of the Council by external contractors who are responsible for the management of customer complaints. A summary of comments and complaints for the Hawth and K2 are discussed with the contractors at regular meetings. The monitoring for the Golf Centre is less frequent as this service is leased to the contractor rather than being a management contract and they do not compile complaint statistics.

In the last quarter there were 41 (21) complaints at the Hawth. The complaints are for a range of issues related to catering and one particular production. There were 23 (32) compliments relating to the quality of the shows and the overall experience. In addition to this there were many social media posts on facebook and trip advisor. The majority of these were very positive comments.

There were 25 (44) complaints recorded at K2 during the last quarter. They received 8(19) compliments over the same period. The subject of complaints related to a range of issues including cleanliness and the availability of facilities, particularly the pool. The compliments were mainly related to the quality of customer service.