

# Quarterly Complaints Report – Quarter 1 (2019-2020)

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These quarterly reports are reviewed at CMT and then published in the Members Bulletin.  
The attached figures cover the period April - June 2019

*Figures in brackets are for Qtr. 4 2018/19*

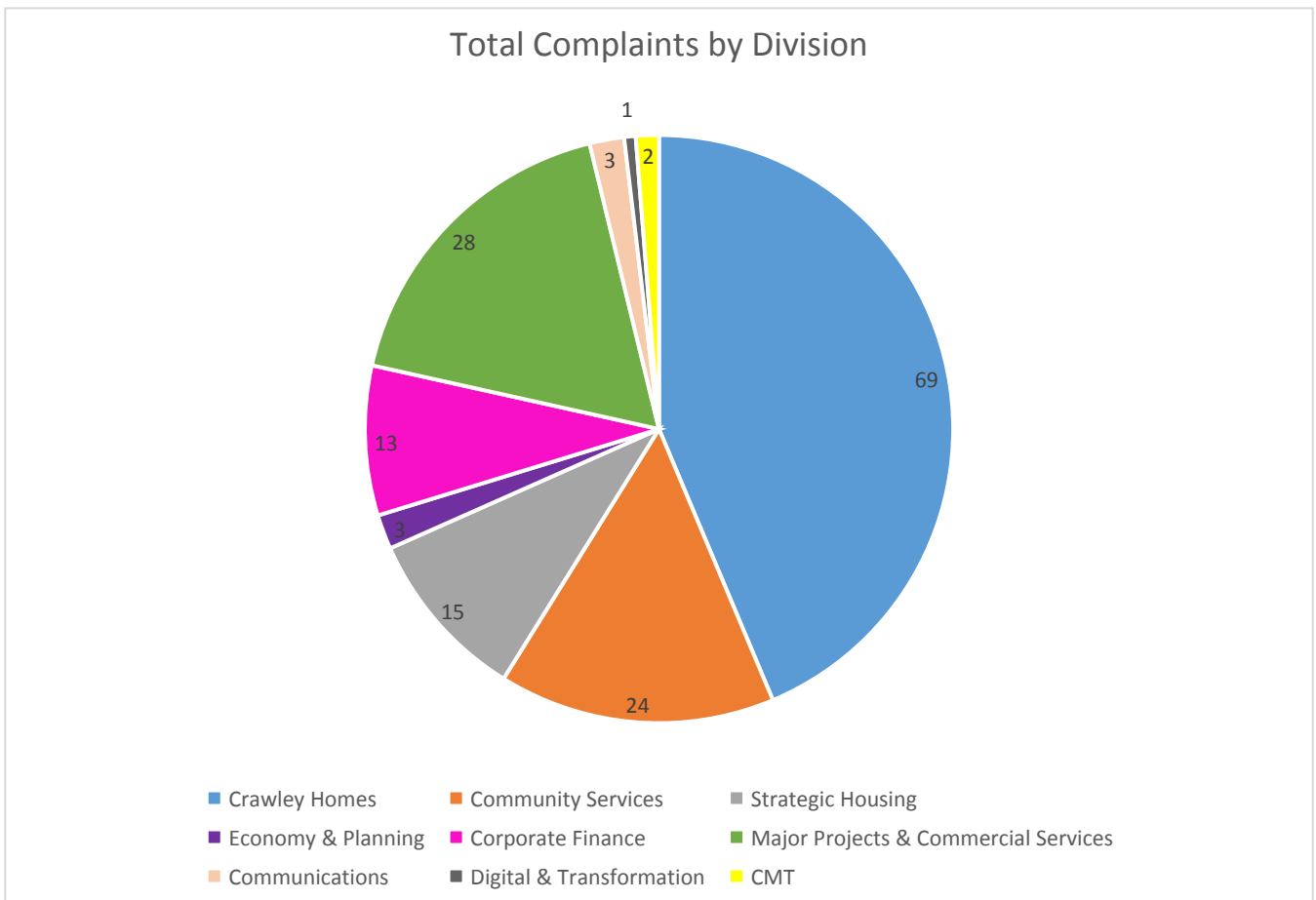
## Key points to note:

<p><b>Total complaints received: 158</b></p>	<p>This is a substantial increase on the total for the last quarter (83) and a further increase on the same quarter last year (145). There has been a marked increase in complaints relating to Waste &amp; Recycling (18 compared with 4 the previous quarter) and Parking Services (7 compared with 1 in Q4). Other notable increases compared to the previous quarter were in Crawley Homes Responsive Repairs which received 31 complaints (9) and Tenancy Services 15 (8).</p>
<p><b>% Responses made within 10 working days: 83%</b></p>	<p>Performance has improved compared to the previous quarter (76%). The divisions with the greatest number of late responses are:</p> <p><b>Crawley Homes:</b> 12; an increase on the previous quarter (9). Ten responses took between 11-20 days, 7 of which were within Responsive Repairs Teams. The remaining two responses (Responsive Repairs Team) took 24 days and 45 days respectively, owing to additional issues being raised and unexpected hospitalisation of the customer.</p> <p><b>Community Services:</b> 9; an increase on the previous quarter (7). The majority of late responses (7) were made by the Neighbourhood Patch teams, with 3 responses taking over 21 days.</p>
<p><b>No. of Serious complaints (Level A) received: 43</b></p>	<p>This is a substantial increase on the previous quarter (21). 33 complaints related to staff &amp; contractor behaviour/attitude, a substantial increase on the previous quarter (9). Of these 14 were justified.</p>
<p><b>Total no. of Justified complaints: 71</b></p>	<p>This quarter, there were a total of 71 complaints categorised as justified, an increase on the previous quarter (58). The main issues identified were:</p> <ul style="list-style-type: none"> <li>• Lack of communication</li> <li>• Missed appointments</li> <li>• Poor quality of service provided</li> <li>• Behaviour of staff/contractors</li> </ul>

	<p>From 1<sup>st</sup> June, officers have been requested to provide details of learning and changes which have been implemented or identified. Where provided, the main areas of learning/required change are:</p> <ul style="list-style-type: none"> <li>• Additional staff training</li> <li>• Reviewing policies/procedures</li> </ul>
<b>Hawth &amp; K2 Crawley</b>	<p>There has been a notable decrease in complaints this quarter at the Hawth (7 compared with 38 received in Q4), with no complaints received during May or June. The main issues of dissatisfaction relate to the restaurant experience and staff behaviour.</p> <p>Complaints at K2 Crawley are down on the last quarter with 37 received compared to 64 received during Q4. The main issues identified relate to unannounced pool closures, class cancellations, customer service from reception staff, general cleanliness and maintenance of gym equipment</p>

## Complaints Breakdown: April - June 2019

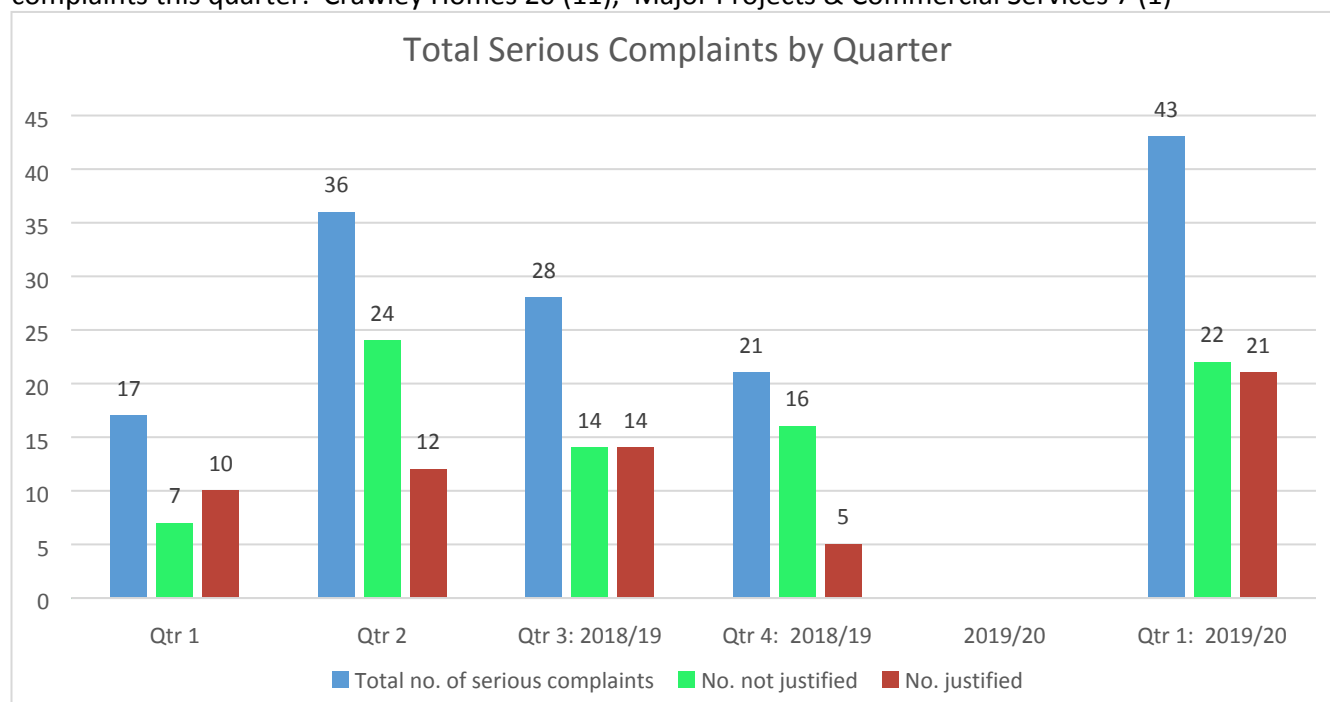
**Total number of complaints recorded: 158 (83)**



- **Crawley Homes: 70 (33)**  
*Planned & Responsive Maintenance, Tenancy Management,, Nuisance & Anti-Social Behaviour, Supported People & Lifeline, Leasehold services & Facility Projects.*
- **Community Services: 24 (18)**  
*Parks, Sportsgrounds & Street scene, Community Services, Wellbeing & Play Service, Community Wardens Community Facilities (to 31/8/18). Pollution & Public Health, Food Health & Safety, Licensing and Community Development*
- **Strategic Housing: 15 (11)**  
*Housing Needs , Housing Options, Private Sector Housing, Housing Enabling & Development.*
- **Economy & Planning: 3 (7)**  
*Economic Development & Regeneration, Development Management, Building Control, Sustainability, Strategic Planning.*
- **Corporate Finance: 14 (7)**  
*Finance, Payroll, Benefits, Taxation, Audit & Risk, Fraud & Investigations, Procurement & Commercial Assets.*
- **Major Projects and Commercial Services: 27 (7)**  
*Waste/Recycling and Leisure contracts, Fleet Management, Major Projects (New Town Hall), Built Environment, Corporate Facilities, Health & Safety & Emergency Planning, Parking Services, Community Facilities & Cemeteries.*
- **Digital & Transformation: Contact Centre 1 (0)**  
This complaint relates to incorrect information provided to a customer.
- **Chief Executive: Communications 3 (0)**  
These complaints related to the lack of signage for the Run Gatwick Event.
- **CMT 1 (0)**  
This complaint related to the Council's complaints process for 1<sup>st</sup> and 2<sup>nd</sup> tier officers.
- **Legal, Democracy and HR** received no complaints.

## **Total number of complaints classified as serious: 43 (21)**

This is a substantial increase on the previous quarter. Two divisions received highest number of serious complaints this quarter: Crawley Homes 20 (11), Major Projects & Commercial Services 7 (1)



There has been a substantial increase in the number of justified serious complaints this quarter – 21 compared with 5 received in Q4. The highest number of justified Serious Complaints this quarter were received by Crawley Homes Responsive Repairs Team (8) and related to contractor/staff behaviour, lack of communication and missed appointments.

Service area	2018/19						2019/20	
	Q2		Q3		Q4		Q1	
	total rec'd	justified	total rec'd	justified	total rec'd	justified	total rec'd	justified
CH Responsive Repairs	5	3	8	7	2	1	9	8
CH Planned Maintenance	2	1	1	1	0	0	1	1
CH Housing Management	4	0	1	1	5	0	8	3
CH Leasehold	0	0	1	0	0	0	0	0
CH Cleaning & Clearance	0	0	0	0	0	0	1	0
NASB Team	2	2	0	0	1	0	1	1
Neighbourhood Services	4	3	2	2	2	2	3	2
Env Services: Taxi Licensing	0	0	0	0	0	0	1	0
Community Wardens	0	0	1	0	0	0	1	1
Housing Options	4	0	10	2	4	0	5	0
Housing Needs	3	0	0	0	0	0	0	0
Private Sector Housing	2	0	0	0	0	0	0	0
Taxation	1	1	1	0	1	0	4	2
Benefits	0	0	0	0	2	0	1	1
Waste & Recycling	3	1	1	1	0	0	4	1
Parking Services	0	0	0	0	1	1	3	1
Contracts (K2)	0	0	1	1	0	0	0	0
Contact Centre	0	0	0	0	0	0	0	0
Development Management	1	1	0	0	0	0	1	0

## **Number of missed bins: 566**

This is an increase on the previous quarter (415) and were evenly split between rubbish (286) and recycling bins (280)

## **Number of reviews where the customer was dissatisfied with the initial response (Stage 2 Reviews): 10 (6).**

The majority of these requests were received by Crawley Homes (4) and remains unchanged from the previous quarter.

## **Percentage of complaints dealt with in ten working days: 83% (76%).**

This is an improvement on the last quarter and on the same quarter the previous year (75%).

The majority of the late responses were made in Crawley Homes 12 (8) and Community Services 9 (5), an increase on the late responses made in the last quarter. For both service areas, most of the late responses were made within 11-20 days Community Services 5 and Crawley Homes 10).

Six responses took over 21 days and are detailed as follows:

<b>Crawley Homes</b>			
Team	Issue	Days to respond	Comments
Responsive Repairs	Customer not happy that the plasterers have broken some of her Bathroom tiles. Wants them replaced and expenses paid.	45	<b>Outcome: Justified</b> Extensions requested due to hospitalisation of tenant.
Responsive Repairs	Customer is very angry that he has left messages for the surveyor who left a note to call him back and had no response regarding noisy floorboards in property above him. Will take it further if not sorted as it is making him ill.	24	<b>Outcome: Justified</b> Extensions requested due to additional works being identified & liaison with neighbours

<b>Community Services</b>			
Team	Issue	Days to respond	Comments
North Patch Team	Customer unhappy with lack of communication regarding a recent feedback form concerning graffiti. He states "customer service is a joke".	45	<b>Outcome: Justified</b> Extension - confirmed in contact with customer. Reminders issued. No further notification received until confirmed that matter had been dealt with direct with customer by Patch Team Leader when the complaint was closed on the spreadsheet.
Neighbourhood Patch Teams	Customer says CBC driver pulled out unsafely and then proceeded to sign abuse her.	38	<b>Outcome: No Substance to complaint</b> Extension requested after first reminder. Complaint subsequently closed as found no vehicle with this registration number and was unable to make further contact with customer to obtain more details.

Central Patch Team	Customer unhappy with the state of the paths and cycle lanes caused by the new flats being built by CBC. Mud and sludge everywhere that is a risk hazard.	38	<b>Outcome: Justified</b> Originally allocated to Built Env. Team - delay in notifying that needed to be reallocated to Neighbourhood Services due to additional overgrown vegetation. Extension granted and reminders issued. Closed when informed by Patch Manager that customer had been contacted.
Env Services Licensing	Customer complains about the Taxis at Three Bridges Station. Says she is often blocked in by them and drivers can be rude.	24	<b>Outcome: Justified Unable to remedy</b> Extension requested after officer misplaced original email following reminders.

### **Number of recorded racist and hate incidents:**

There were no incidents recorded as hate graffiti during this quarter, compared with three reports last quarter.

There were four allegations of racial discrimination made this quarter; an increase on the previous quarter (2):

- A customer continued to be unhappy with receiving a Council Tax bill after vacating the property, accusing the Council of being racist.
- A customer was not happy with the conduct of a Parking Officer, who felt had intimidated himself and his disabled mother with his attitude.
- A customer was unhappy with the service received from a Housing Options Officer, stating they were being racist.
- A customer was unhappy with the service received from a Housing Options Officer, stating they were being rude and racist

In each case a thorough investigation was undertaken by the service manager and found there was no substance to the allegations

### **Compliments: 60 received (29)**

This is a significant increase on the previous quarter, (most notably within Crawley Homes) and includes:

- **Crawley Homes: 34 (13)**  
*Responsive Repairs: 19 (10)*  
*Planned Maintenance 2 (0)*  
*Tenancy Services 11 (0)*  
*Gas Team 1 (2)*  
*Supported People & Lifeline 1 (1)*
- **Major Projects & Commercial Services: 6 (6)**  
*Waste & Recycling 6 (5)*
- **Economy & Planning 2 (0)**  
*Development Management 1 (0)*  
*Town Centre Management 1 (0)*
- **Community Services – 13 (7)**  
*Neighbourhood Services Patch Teams 9 (4)*  
*Trees 1 (1)*

Community Wardens 1 (0)  
 Environmental Services 2 (2)

- **Corporate Finance: Benefits 1 (2)**
- **Strategic Housing: Housing Options 1 (1)**
- **Digital & Transformation: Contact Centre 3 (0)**

## Ombudsman Complaints

### Local Government & Social Care Ombudsman

Determinations received this quarter:

- Housing Mutual Exchange & Transfer case referred to the LGSCO by the Housing Ombudsman in February 2019: The LGSCO determined that the matters did not fall within their remit and have referred the case back to the Housing Ombudsman for investigation.

No new cases received this quarter:

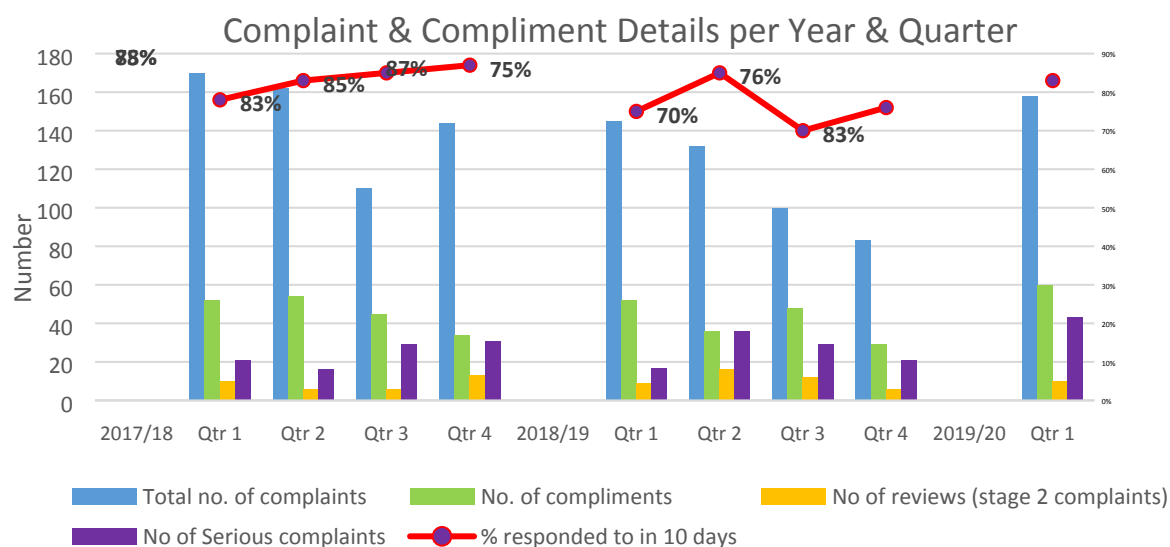
### Housing Ombudsman

No determinations received this quarter

New cases received this quarter:

- Notice to quit/possession order: Papers have been sent to the HO and awaiting outcome.
- Hoarding/notice to quit: Papers sent to HO and outcome awaited.
- Housing Mutual Exchange & Transfer case: re-opened case originally received February 2019. Currently awaiting outcome

## Complaint & Compliments Comparisons by Quarter



Year & Qtr	Total no. of complaints	No. of missed bins	% responded to in 10 days	No. of compliments	No of reviews (stage 2 complaints)	No of serious complaints received
<b>2017/18</b>						
Qtr 1	170	391	78%	52	10	21
Qtr 2	162	470	83%	54	6	16
Qtr 3	110	418	85%	45	6	29
Qtr 4	144	403	87%	34	13	31
<b>2018/19</b>						
Qtr 1	145	503	75%	52	9	17
Qtr 2	132	597	85%	38	16	36
Qtr 3	100	449	70%	48	12	29
Qtr 4	83	415	76%	29	6	21
<b>2019/20</b>						
Qtr 1	158	566	83%	60	10	43

## **Complaints at the Hawth and K2 Crawley**

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 Crawley 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.

### Hawth

In the last quarter there were 7 complaints received at the Hawth, with none received during May or June. This is a substantial decrease compared to the previous quarter (38). The main areas of dissatisfaction during April related to:

- The theatre's Relaxed Campaign not being fully inclusive owing to lack of wheelchair space
- Three complaints related to the restaurant and bar experience, with poor quality and value for money food, overcharging and pre ordered drinks not provided.
- Two complaints related to the disruptive behaviour of a sound engineer who was continually talking throughout a performance

There were some negative comments on the restaurants customer comments cards mainly relating to limited restaurant menu, suggestions on how to improve the existing menu offerings,

There were 48 (42) positive comments received from the restaurant comments cards, most relate to the friendliness of the staff, and quality of food in the restaurant. A further 6 compliments were received relating to the overall theatre experience. In addition to this there were many social media posts on Trip Advisor; most were positive comments made around the overall experience and quality of productions, with some concerns made relating to lack of security as no checks were made on tickets or handbags searched and dirty seats and carpets.



## K2 Crawley

There were 37 (64) complaints recorded at K2 Crawley, The main issues raised related to:

- Classes being cancelled without alternatives being put in place
- Unannounced closure of swimming pool
- Customer Service/front of house, including not answering telephones, staff attitude
- Membership issues including value for money and exclusions compared with previous operator
- General cleanliness of the pool area and fitness changing rooms
- Intimidating behaviour from people attending a boxing event
- Faulty gym equipment not being repaired/replaced

There were two positive comments made relating to good customer service from staff at the pool and class instructors.