

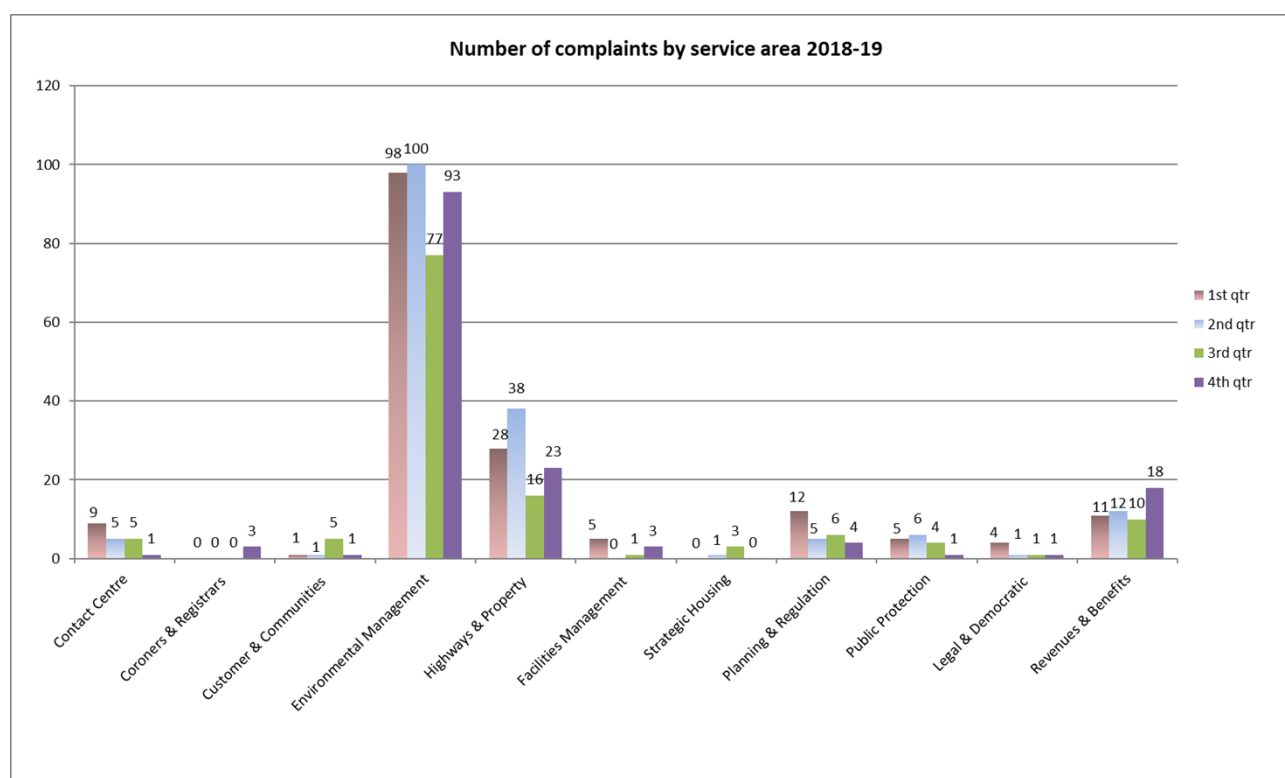
CORPORATE COMPLAINTS 3rd & 4th QUARTERS 2018/19

The Local Government & Social Care Ombudsman's definition of a complaint is *"an expression of dissatisfaction about a Council service (whether that service is provided directly by the council or by a contractor or partner) that requires a response"*

The Council's Corporate Complaints Policy consists of a three stage process, providing a point of appeal at stage three via the Customer Feedback Team for complainants who remain dissatisfied with the outcome of their complaint to a service.

New complaints received

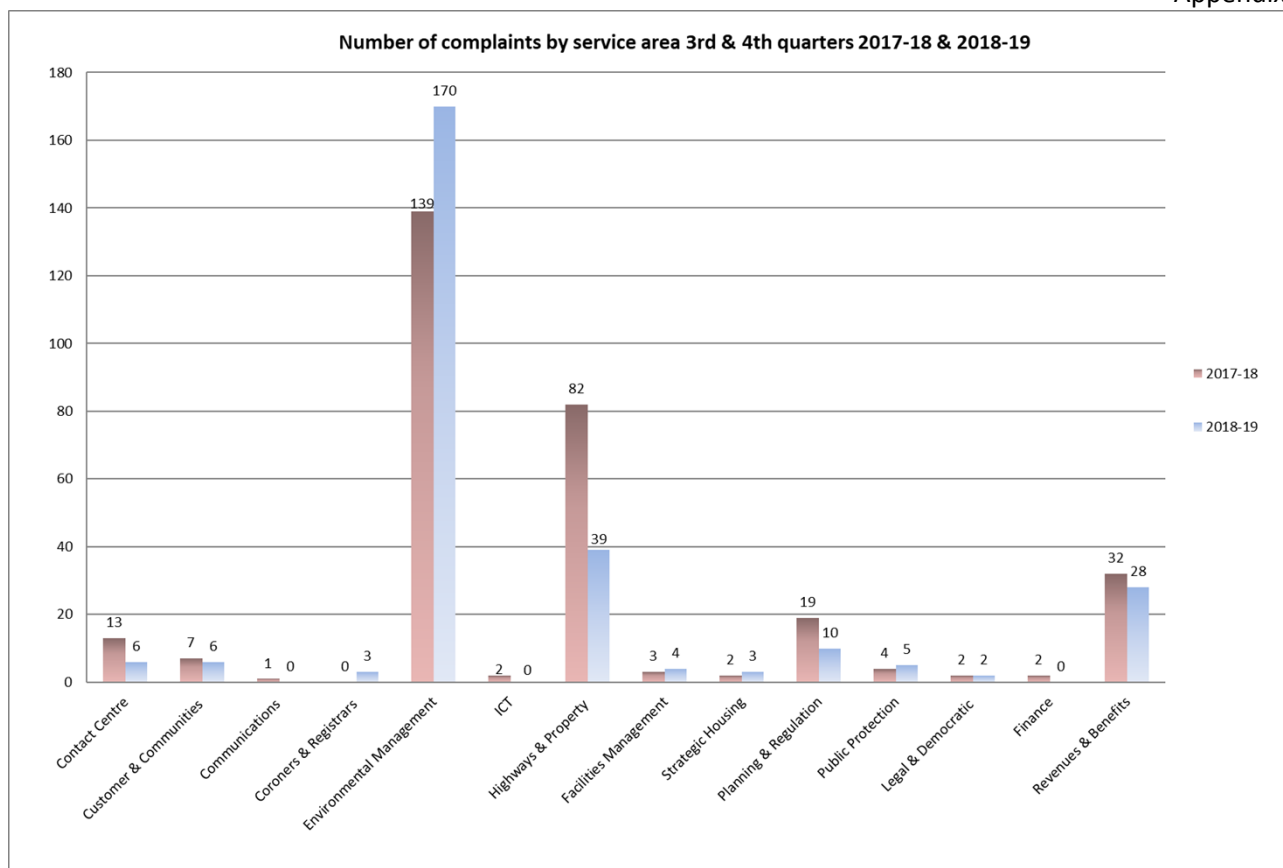
A total of 276 new complaints were received in the second half of 2018-19. As can be seen from the graph below, the number of complaints received by the majority of services fluctuated slightly over the four quarters of the year with the lowest number of complaints being received in the third quarter.



Details of the complaints received in the reporting period and examples of lessons learned as a result of complaints are included in the main report.

Year on year comparison

The graph below compares the total number of complaints received in the second half of 2018-19 with the same period last year. There was a slight reduction in the overall number of complaints received this year with the majority of services receiving fewer complaints in this reporting period compared to the previous year. There was an increase in complaints received by the Environmental Management Service, however, this number remains relatively low in comparison to the number of service requests received.



Complaints by Directorate

Details of the nature of complaints received by each Directorate can be found in the following tables. The tables include details of all complaints that were either upheld or partially upheld together with the number of complaints that were found to be not upheld. A number of complaints are reported as being 'out of scope'. These are complaints where it was established that the subject of the complaint was the responsibility of another organisation e.g. Rochdale Boroughwide Housing or Riverside Housing and the complaints were referred on to be dealt with under the organisation's own complaints procedure.

AGILISYS

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Contact Centre	Information provided by Advisor	2	0
	Call waiting times	1	0
	Call handling	1	1
	Not upheld	1	0
	Total	5	1

ECONOMY

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Planning	Planning enforcement	2	0
	Planning application process	0	1
	Conduct of Planning Officer	0	1
	Not upheld	4	1
	Still ongoing	0	1
Total		6	4

NEIGHBOURHOODS

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Coroners & Registrars	Difficulty in contacting Registry Office	0	1
	Handling of call to Registrar's office	0	1
	Advice provided re civil registration	0	1
	Total	0	3

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Customers & Communities	Actions of Customer Service Assistant	2	1
	Timings of Milnrow Memorial Service	2	0
	Communication issues with IG Team	1	0
	Total	5	1

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Environmental Management	Missed / continual missed bins	35	42
	Actions/attitude of operative	9	5
	Bins not returned to collection point	4	13
	Lack of response to service request	4	1
	Debris following waste collection	3	2
	Bin collection schedule	3	0
	Replacement caddy liners not left	2	6
	Street cleansing	2	1
	New bin request	2	0
	Damage from waste vehicle	1	1
	Enforcement action	1	0
	Damaged food caddy	1	0
	Tree maintenance	1	0
	Use of data for allotment application	1	0
	Noise from bin collection at 7am	1	0
	Side waste not removed	1	0
	Sound system at Rochdale Crematorium	0	3
	Grass maintenance	0	1
	Missed bulky waste collection	0	1
	Disputed invoice	0	1
	Information provided re memorial bench	0	1
	Not upheld	6	15
		Total	77

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Facilities Management	Actions of School Crossing Patrol	1	0
	Actions of Security Guard at Town Hall	0	1
	Unisex toilet facilities at N1R	0	1
	Out of scope	0	1
	Total	1	3

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Strategic Housing	Rehousing application	1	0
	Injunction against travellers	1	0
	Not upheld	1	0
	Total	3	0

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Highways & Property	Lack of response to service request	1	1
	Delay in installation of dropped kerb	1	0
	Collapsed gully	1	0
	Actions of road workers	1	0
	Lack of action re reported parking issues	1	0
	Potholes	0	3
	Condition of road following recent repairs	0	1
	Lack of communication re dropped kerb	0	1
	Parking issues at Rochdale Leisure Centre	0	1
	Conduct of gritter driver	0	1
	Lack of parking enforcement	0	1
	Lack of notice re roadworks	0	1
	Not upheld	10	9
	Ongoing	0	2
	Out of scope of complaints policy	1	2
Total	16	23	

PUBLIC HEALTH AND WELLBEING

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Public Protection	Actions of Pest Control Officer	0	1
	Not upheld	4	0
	Total	4	1

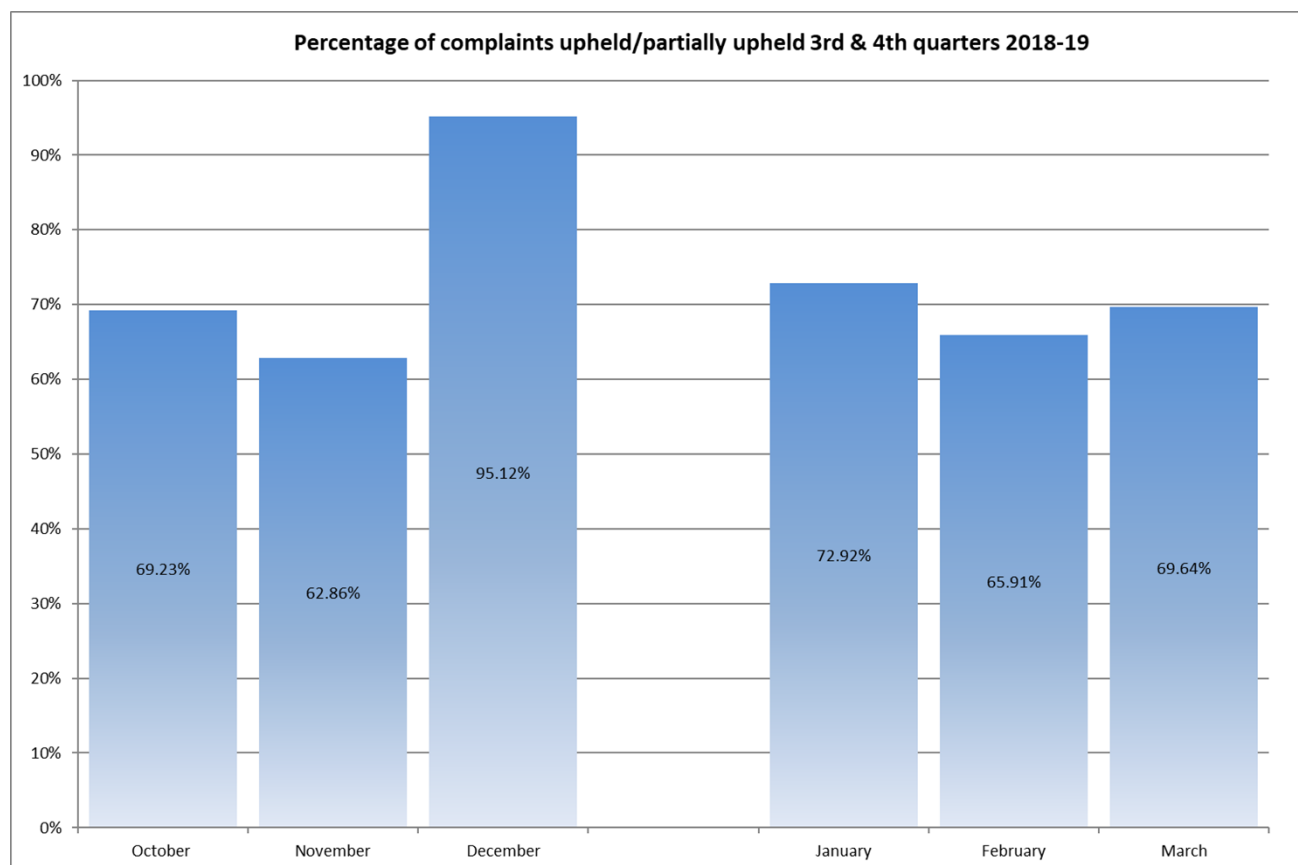
RESOURCES

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Revenues & Benefits	Council Tax	3	1
	Housing Benefit overpayment	1	0
	Discretionary Housing Payment	1	0
	Incorrect advice given re Direct Debit	0	1
	Delay in issuing revised Council Tax bill	0	1
	Delay in processing blue badge	0	1
	Not upheld	4	12
	Out of scope of complaints policy	1	2
	Total	10	18

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Governance	Electoral registration reminder received	1	0
	Delay in providing response to enquiry	0	1
	Total	1	1

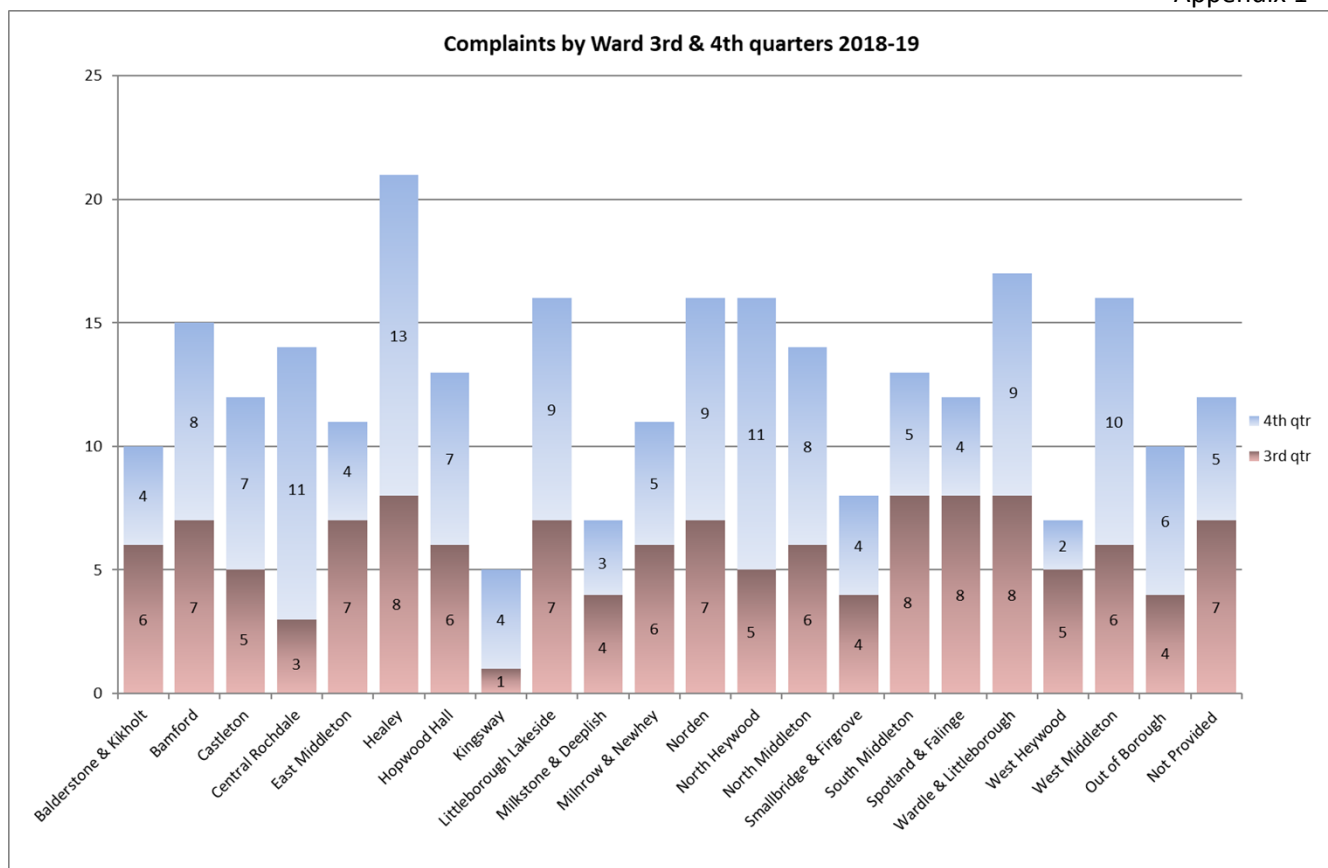
Complaint outcomes

The graph below shows the percentage of stage one complaints received that were either upheld or partially upheld during the second half of 2018/19. There was an increase in the percentage of complaints upheld in December, the majority of which related to waste collection services.



Complaints received by Ward

Numbers of complaints reported by Ward are dependent upon customers providing their address details. The graph below shows the numbers of complaints received by Ward during the second half of 2018-19. It also indicates where address details have not been provided or the complainant resides outside of the Borough.



As can be seen from the graph above, there were some fluctuations in the number of complaints received from residents in most wards over the two quarters. There was a slight increase in the number of complaints against the Environmental Management Service in the 4th quarter, but generally the complaints related to a number of different service areas and a variety of issues.

Service Requests

A large number of complaints received are in fact service requests. A service request is an initial request for service or report of a fault, for example a report of a missed bin, or a pot hole that needs to be repaired. Details are included below to evidence the very low numbers of service requests that subsequently lead to complaints. For example, the total number of complaints received by Environmental Management and Highways in the first half of this year was 170 and 39 respectively, however; the number of service requests dealt with by both services during the same period was significantly higher.

Highways

Service Area	Requests Q3	Requests Q4
Bridges and Structures	7	10
Highway Maintenance	523	761
Network Development	49	72
Network Management /Traffic/Road Safety	146	177
Parking Services (including School Crossings)	112	103
Total	837	1123

Environmental Management

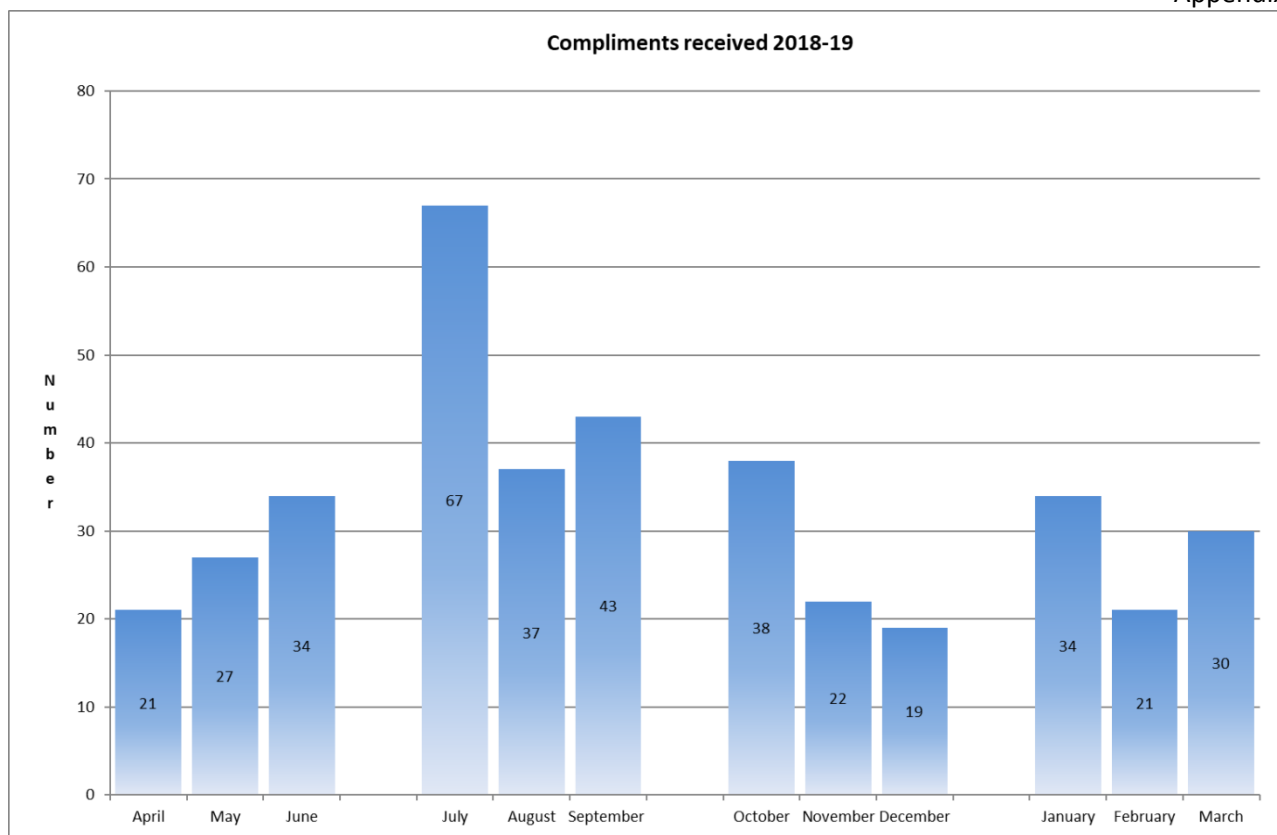
Service Area	Requests Q3	Requests Q4
New Wheelie bin request	3117	3347
Missed bin	1505	1829
General enquiry – street /waste services	287	312
Fly tipping	1970	2065
Assisted collection	44	47
Remove bin	245	303
Information/enquiry – enforcement	143	148
Bulky collection	661	746
Tree maintenance	115	118
Dead animal	40	57
Dog fouling	81	111
Untidy garden	152	210
Abandoned vehicle	5	1
Grass/shrub/hedge maintenance	31	26
Litter bin	53	42
Spillage on road	27	22
Graffiti	33	35
Sharps/drugs/paraphernalia	15	25
Trade waste	11	18
Fly posting	67	61
Ragwort/Knotweed	35	35
Travellers enquiry	3	0
Caddy liner request	12	29
Rights of Way	25	23
Total	8677	9610

Compliments

In addition to complaints, compliments are also received from customers and shared with the teams concerned. The resident is always thanked for taking the time to contact the Council with their comments.

The graph below shows the total number of compliments received during the second half of 2018-19.

A total of 164 compliments were recorded during the third and fourth quarters, a selection of which can be found below.



“We have been admiring the displays of flowers in boxes around Rochdale all summer. You have done an excellent job and really given a good image of our town.”

“The Advisor has been extremely helpful, we have just moved in to the area so got enough issues as it is but she’s made it so much easier this morning so thank you”.

“I would like to thank the Heywood team for keeping our roads ice free - even in side streets. Your gritting record has been exemplary for years, but this year your team has surpassed itself! I have seen your team out at all hours, year in year out. Your team is the gem of Rochdale Council in my opinion; a shining example of dedication, efficiency and excellence.”

“On behalf of the family I wanted to say a big thank you to you both, and the team, following the successful outcome of the inquest last week. Having not been through anything like this before your compassion, help and guidance was very much appreciated helping us to prepare for the inquest. “

Resident phoned to say a massive thank you to the team following the investigation of her noise nuisance complaint. The issue of a notice has resulted in her having her first peaceful weekend in a long time and she was very complimentary about the service.

“I would like you to know that the lads who collected our garden waste today were so polite and helpful and provided a service that Rochdale council can be proud of.”

“We would just like to pass on our thanks to a lovely lady that gave us a quick impromptu tour of the beautiful wedding facilities at the amazing Rochdale Town Hall. She obviously

had great pride in her work and in the services offered and we will definitely pass on this information to all our friends and family when looking for a venue for special occasions.”

“Please can you thank the Highways department for me they were round last Saturday morning cleaning out the drains. Hopefully things will be a lot better the next big rain storm we have. I really appreciate their hard work. Thank you for your help.”

Customer satisfaction with the process

The Customer Feedback Team monitors complaints received and recorded across the Council to ensure compliance with complaint policy timescales and consistency in implementation of the process.

During the second half of 2018-19, a total of 276 new complaints were received, and of these only 12 escalated to the next stage in the complaints process, indicating that the majority of customers were satisfied with the response and action taken by the service concerned at the lowest level.