

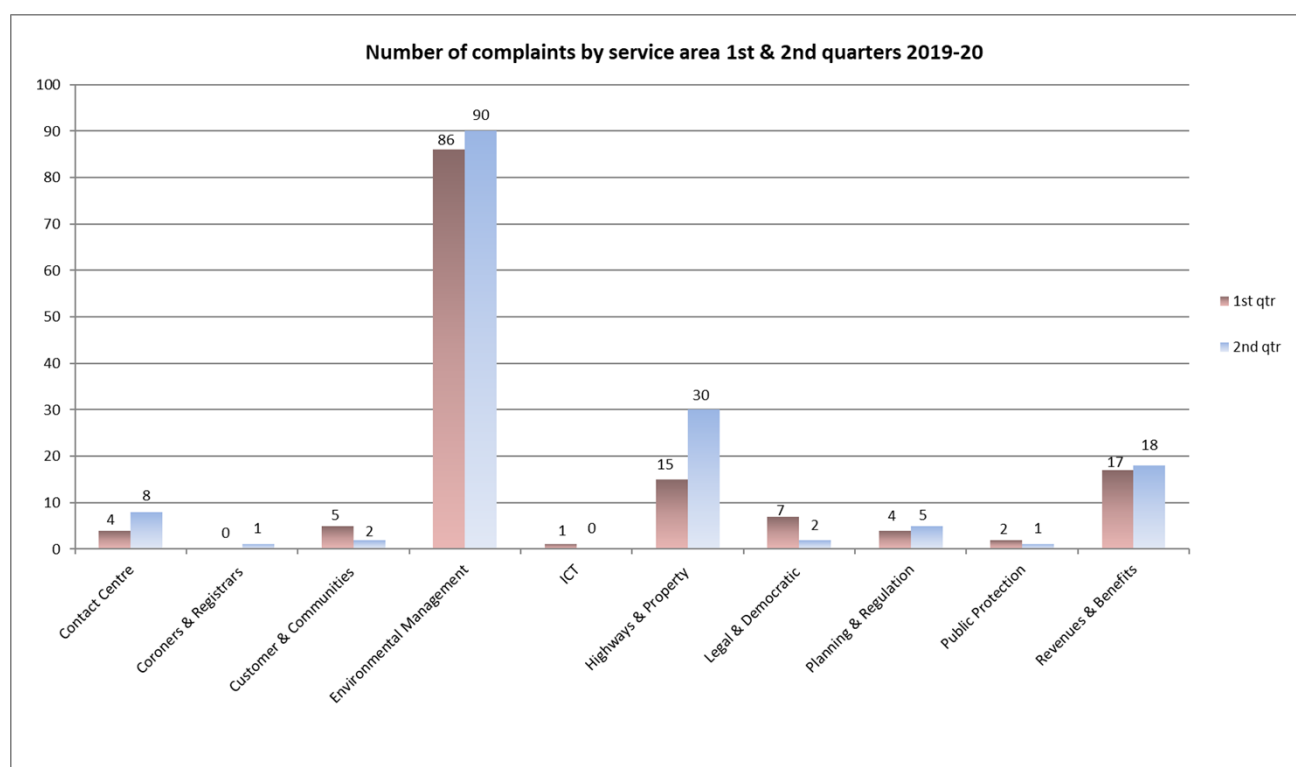
## CORPORATE COMPLAINTS 1<sup>st</sup> & 2<sup>nd</sup> QUARTERS 2019/20

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 arranged by the Customer Feedback Team for complainants who remain dissatisfied with the outcome of their complaint to a service.

### New complaints received

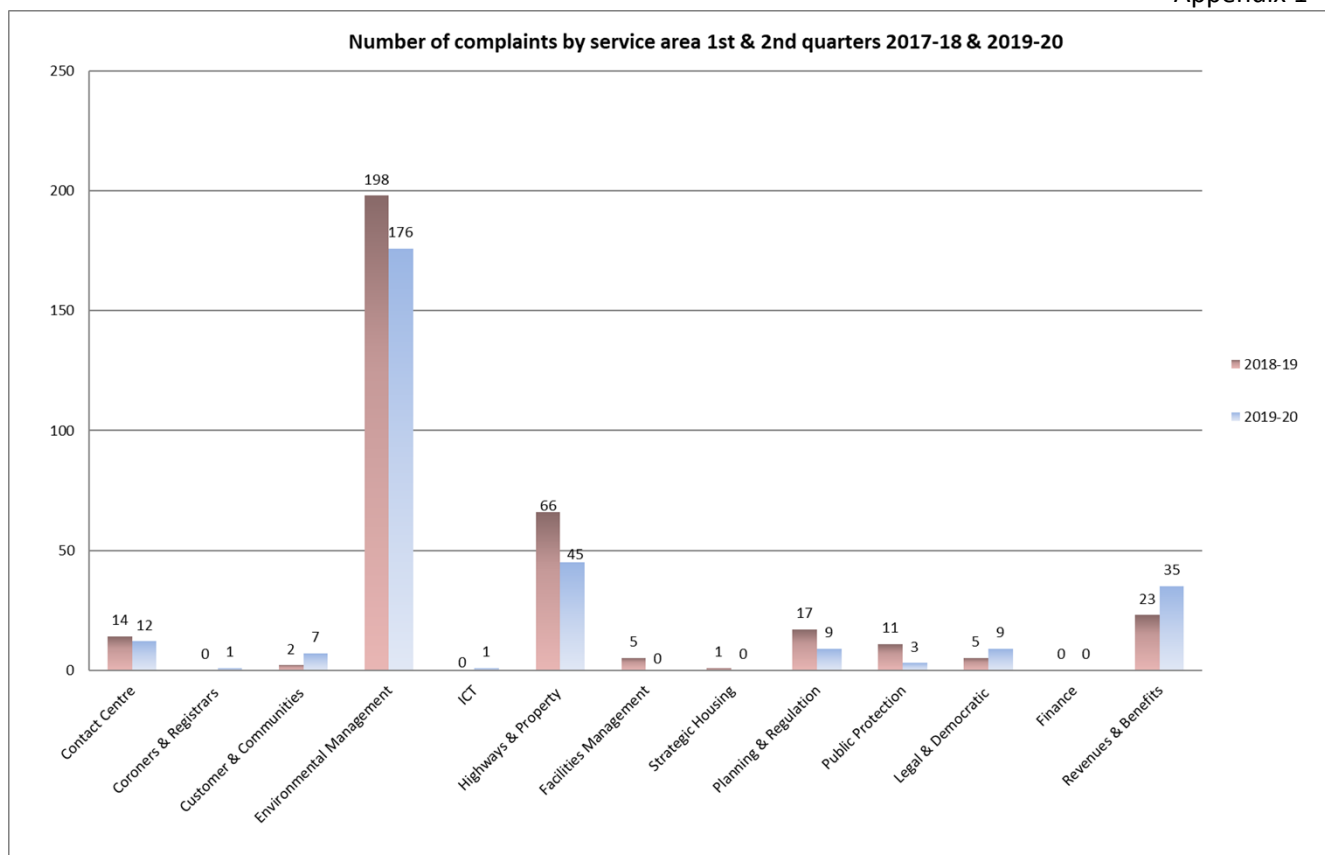
A total of 298 new complaints were received in the first half of 2019-20. As can be seen from the graph below, the number of complaints received by the majority of services was similar over the two quarters. Although the number of complaints received by the Highways Service increased during the second quarter, 47% of complaints received by the service in the second quarter were found to be not upheld.



Details of the complaints received in the reporting period are included later in the report.

### Year on year comparison

The graph below compares the total number of complaints received in the first half of 2019-20 with the same period last year. The usual trend is for the Council to receive the lowest number of complaints during the first quarter compared to any other time of the year. As can be seen below, the number of complaints received in this reporting period reduced slightly compared to the previous year. Of the overall number of complaints received during this reporting period, 31.9% were found to be not upheld.



### 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	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
<b>Contact Centre</b>	Call handling	1	2
	Advice given by Advisor	1	0
	Call waiting times	0	3
	Not upheld	2	3
	<b>Total</b>	<b>4</b>	<b>8</b>

#### **ECONOMY**

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
<b>Planning</b>	Lack of updates re planning application	0	1
	Pre-planning advice	0	1
	Delay in refund of application fees	0	1
	Not upheld	3	2
	Withdrawn	1	0
<b>Total</b>	<b>4</b>	<b>5</b>	

**NEIGH  
BOURH  
OODS**

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Coroners & Registrars	Manner of officer in Registrar's Office	0	1
	<b>Total</b>	<b>0</b>	<b>1</b>

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Environmental Management	Missed / continual missed bins	26	22
	Actions/attitude of operative	12	10
	Bins not returned to collection point	10	7
	Replacement caddy liners not left	5	6
	Grass / shrub maintenance	3	3
	Lack of response to service request	3	8
	Bin schedule	2	0
	Delay in installation of memorial bench	1	0
	Maintenance of bowling green in park	1	0
	Street cleansing	1	2
	Tree maintenance	1	1
	Fly tipping enforcement	1	0
	Notice of bin collection access issues	1	0
	New bin request	0	2
	Condition of book room at crematorium	0	1
	Noise from waste vehicle at 6.50am	0	1
	Detritus from waste vehicle	0	1
	Not upheld	17	21
	Out of scope of complaints policy	2	5
		<b>Total</b>	<b>86</b>

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	
Highways & Property	Poor quality of repairs to road / footpath	2	0	
	Lack of notification of forthcoming works	1	0	
	Management of PCN process	1	0	
	Damage to garden from resurfacing work	1	0	
	Slippery surface of tactile paving	1	0	
	Lack of response to correspondence	1	0	
	Delay in processing lease application	1	0	
	Resurfacing work not completed	1	1	
	Delay in installation of dropped kerb	1	4	
	Lack of response to service request	1	4	
	Conduct of contractors	0	2	
	Actions of Civil Enforcement Officer	0	2	
	Dangerous driving of Council vehicle	0	1	
	Potholes not repaired	1	1	
	Poor condition of pavement	0	1	
	Not upheld	2	14	
	Out of scope of complaints policy	1	0	
		<b>Total</b>	<b>15</b>	<b>30</b>

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Customers & Communities	Information given re IT issue in library	1	0
	Actions of Library Assistant	1	0
	Mislaid applications for postal votes	1	0
	Conduct of Enforcement Officer	0	1
	Not upheld	2	1
	<b>Total</b>	<b>5</b>	<b>2</b>

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
ICT	Not upheld	1	0
	<b>Total</b>	<b>1</b>	<b>0</b>

## PUBLIC HEALTH AND WELLBEING

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Public Protection	Actions of Pest Control Officer	1	0
	Not upheld	1	1
	<b>Total</b>	<b>2</b>	<b>1</b>

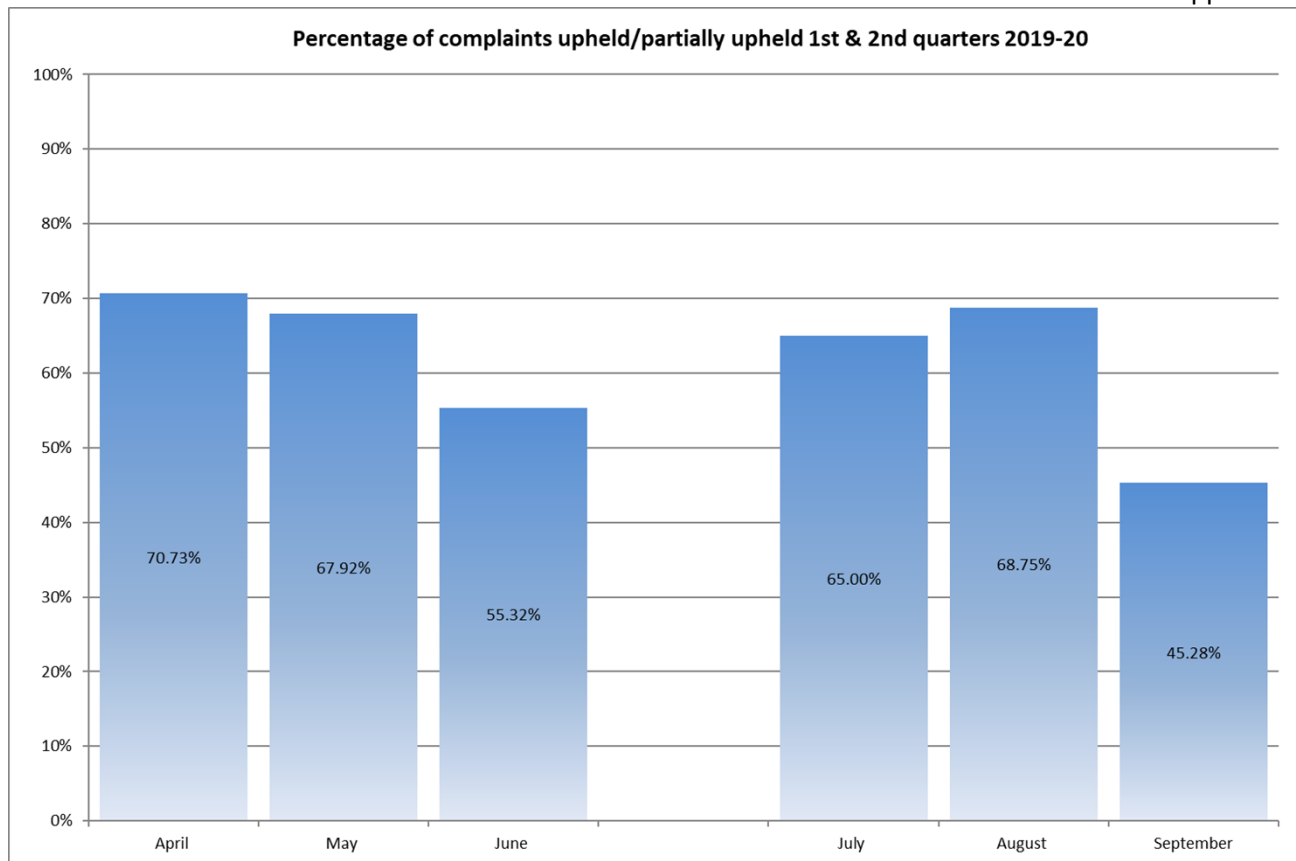
## RESOURCES

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Legal & Democratic	Postal vote not received	2	0
	Information given by Elections Officer	1	0
	Voting registration form not received	1	0
	Delay in processing lease application	1	0
	Delay in responding to land search query	0	1
	Not upheld	2	1
	<b>Total</b>	<b>7</b>	<b>2</b>

Service Area	Nature of complaint	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr
Revenues & Benefits	Cancellation of direct debit	1	0
	Advice re free school meals application	0	1
	Correspondence sent to old address	0	1
	Council Tax Benefit claim process	0	1
	Not upheld	13	9
	Out of scope of complaints policy	3	6
	<b>Total</b>	<b>17</b>	<b>18</b>

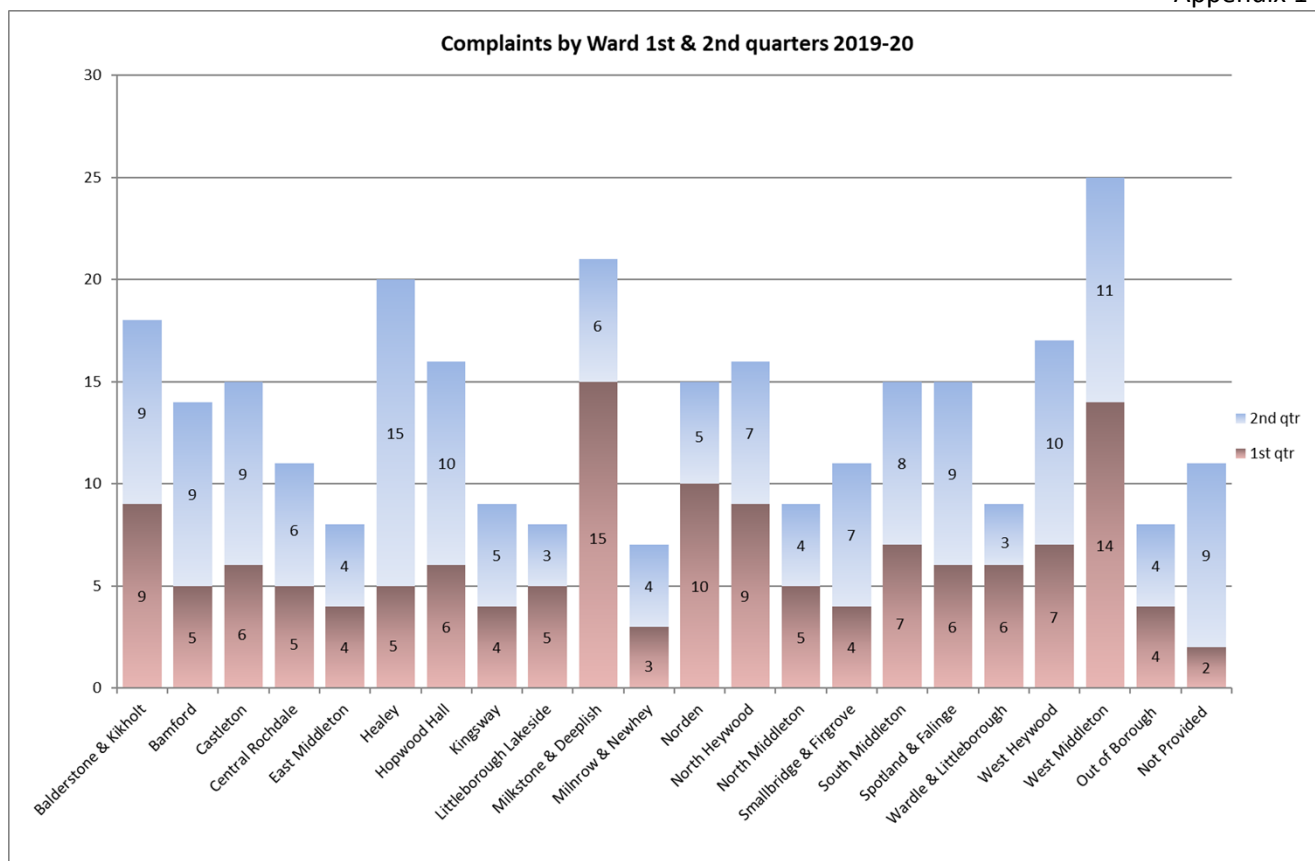
### Complaint outcomes

The graph below shows the percentage of stage one complaints received that were either upheld or partially upheld during the first half of 2019/20. The overall percentage was similar for both quarters.



### 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 first half of 2019-20. 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 no evident reason for this as 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 176 and 45 respectively, however; the number of service requests dealt with by both services during the same period was significantly higher.

## Highways

Service Area	Requests Q1	Requests Q2
Bridges and Structures	15	24
Highways	2	2
Highway Maintenance	567	884
Network Development	44	57
Network Management /Traffic/Road Safety	193	193
Parking Services (including School Crossings)	92	47
<b>Total</b>	<b>913</b>	<b>1207</b>

## Environmental Management

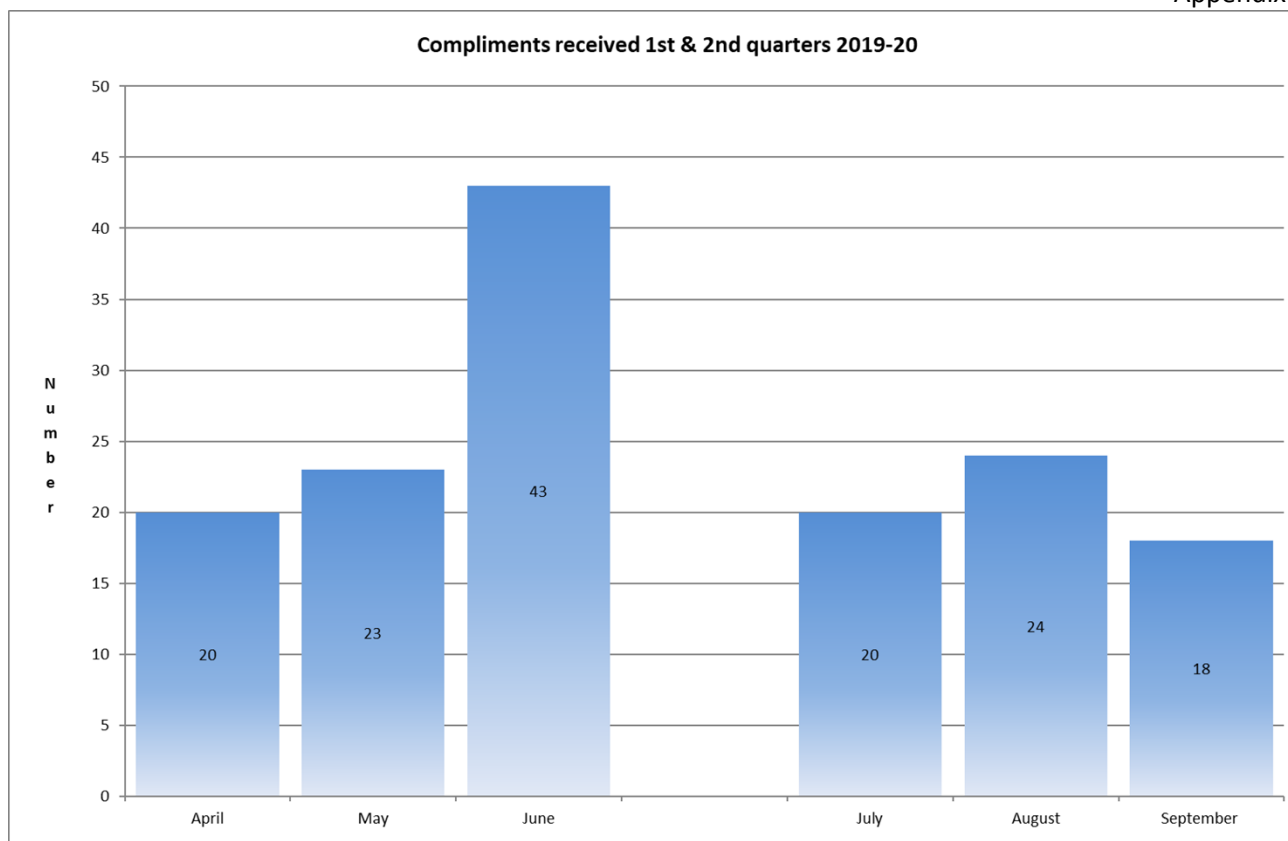
Service Area	Requests Q1	Requests Q2
New Wheelie bin request	3174	3457
Missed bin	1011	1146
General enquiry – street /waste services	314	761
Fly tipping	2093	2267
Assisted collection	46	52
Remove bin	419	369
Information/enquiry – enforcement	85	104
Bulky collection	761	764
Tree maintenance	177	208
Dead animal	32	44
Dog fouling	75	58
Untidy garden	223	242
Abandoned vehicle	12	5
Grass/shrub/hedge maintenance	173	229
Litter bin	37	46
Spillage on road	32	28
Graffiti	46	28
Sharps/drugs/paraphernalia	6	11
Trade waste	16	24
Fly posting	49	37
Ragwort/Knotweed	6	1
Travellers enquiry	1	0
Caddy liner request	29	13
Rights of Way	33	36
<b>Total</b>	<b>8850</b>	<b>9930</b>

## 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 first half of 2019-20.

A total of 148 compliments were recorded during the first and second quarters, a selection of which can be found below.



*"I would like to say a massive thanks to all concerned for the efforts undertaken today by your street cleaning teams and all the workers for collecting and removing rubbish from around Duke St and Whitehall St areas in Rochdale. It is very much appreciated and so a big thanks to you all....including local councillors!!! Keep up the good work....it is very much needed...and appreciated."*

*"Last night was an exceptional evening the food was equal to our home cooked meals. Still, have said it before and I will reiterate "I have never had a bad meal at the Town Hall" the layout of the room was amazing. Table decorations could only be equaled not bettered. Your serving staff served without being noticed, quietly and with a hint of professionalism, tables cleared after one course, and all the other courses served without losing any heat from the hot meals."*

*"The shrubbery and planting in the middle of the roundabouts in Middleton are beautiful along with all the public gardens and also the flower pots etc. They are a credit to the gardening team and the manager for overseeing and organising the work. Well done. Thank you."*

*"I just want to say what a great job your men are doing on the path relaying project; hard working, organised & polite. I have to admit I thought it would be chaotic keeping the traffic flowing, particularly the school traffic, but your guys have done a terrific job. Just thought I would let you know."*

*"I would just like to compliment two of your employees on a first rate service. The two ladies officiated at our wedding ceremony at The Norton Grange Hotel in Castleton, they were absolutely brilliant, they made myself, my wife, and everyone there feel calm, but they gave the ceremony a sense of fun, but still kept the importance of the occasion too. I was so impressed by their attitude, their politeness, professionalism and their love of their job was*



*so evident, they really were fantastic in everything they did, and I'm not the only person who noticed, a lot of people commented on how lovely they were, so please thank them again on our behalf, you have two real gems there. Thank you very much."*

*"We are down babysitting our granddaughter who lives in Wardle. Today we took her to Hare Hill Park. What a joy to see a park in such pristine condition. Congratulations to your staff who obviously take great pride in what they do. The park was busy with toddlers etc. and they have excellent well maintained play facilities. Keep up the good work you're putting many a council to shame!"*

*"Hello, I just wanted to say a massive thank you for all those involved in the Feelgood Festival. We took our children during the day who loved it even in the rain. Then we went back out in the evening and it was such a good night. So many people love this event, keep up your fantastic work."*

*"The Advisor was a fantastic help and I would like to thank him. He was more than willing to look into my query (again) and not just pass me to other departments."*

### 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 first half of 2019-20, a total of 298 new complaints were received, and of these only 8 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.