

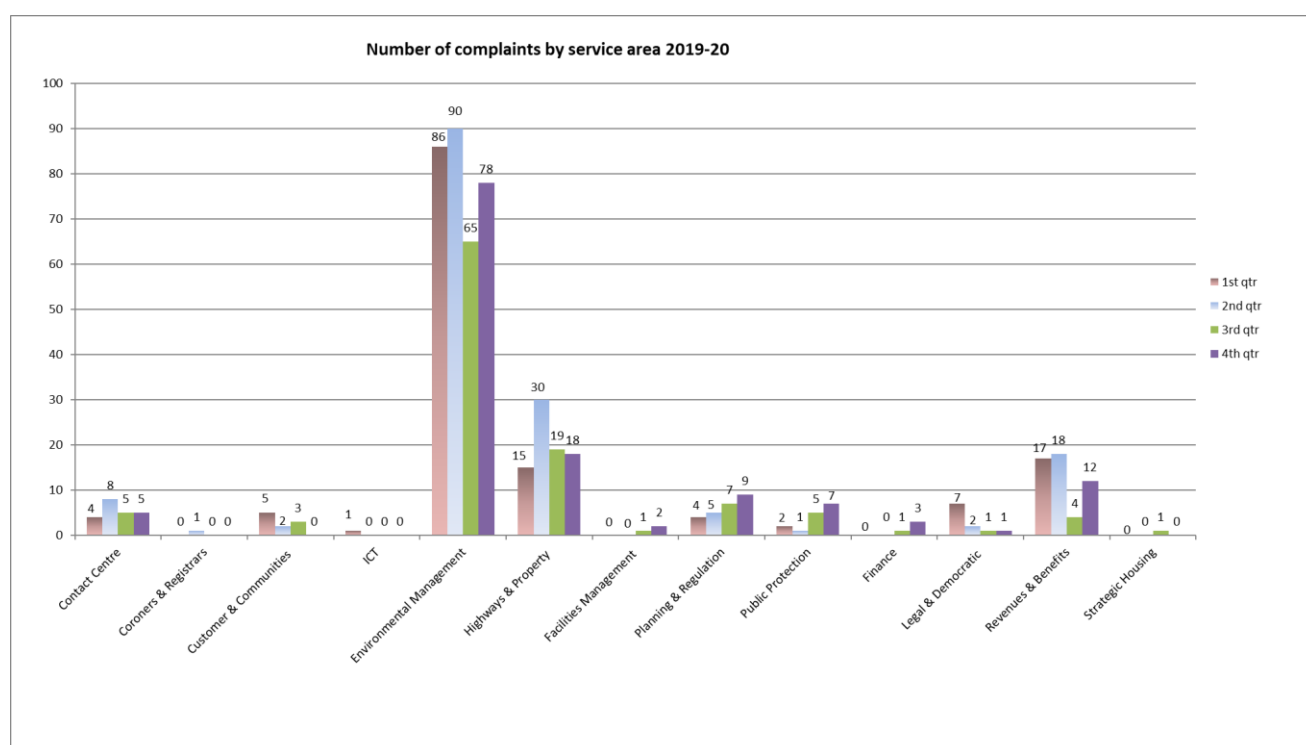
CORPORATE COMPLAINTS 3rd & 4th QUARTERS 2019/20

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

New complaints received

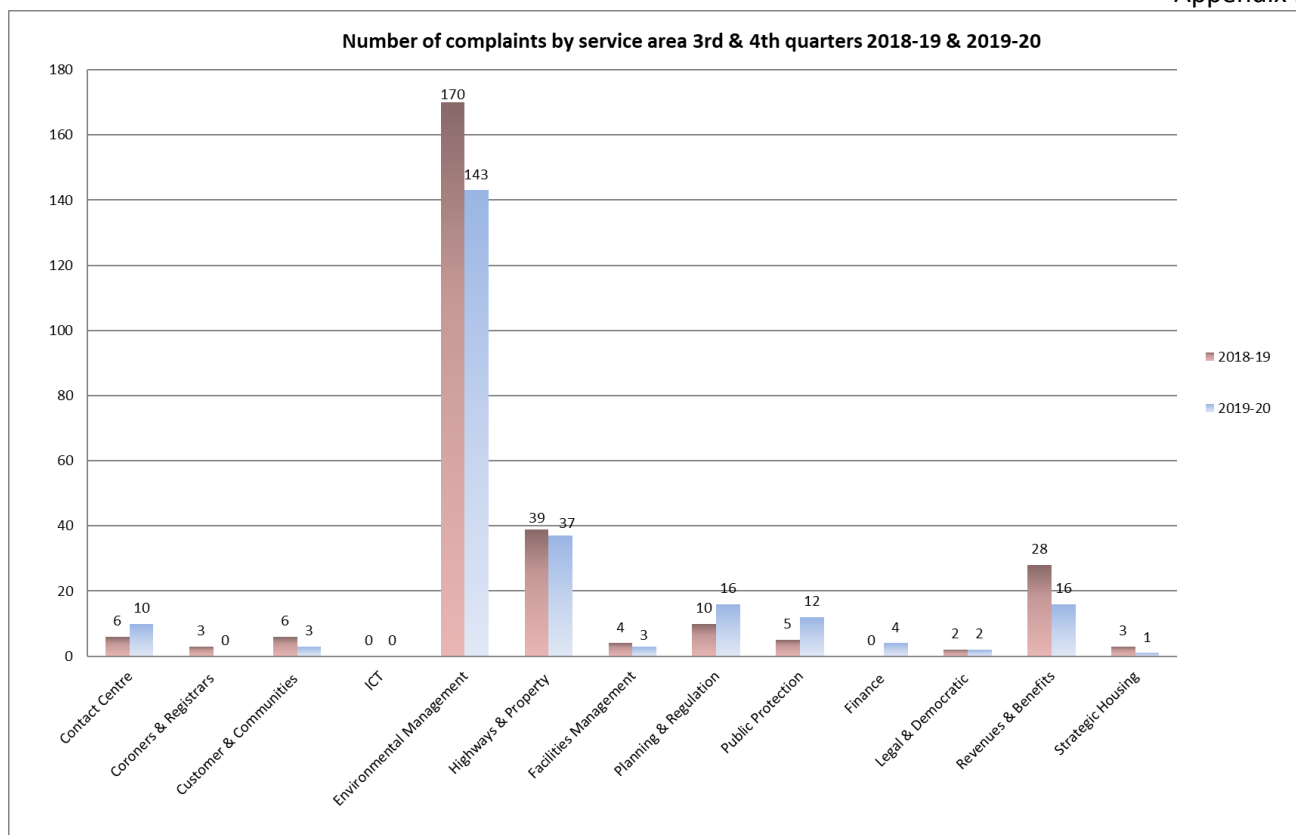
A total of 247 new complaints were received in the second half of 2019-20. As can be seen from the graph below, the number of complaints received by the majority of services fluctuated slightly over the four quarters of the year with the lowest number of complaints being received in the third quarter.



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 2019-20 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.



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	Call handling	2	2
	Call waiting times	1	0
	Information provided by Advisor	1	2
	Not upheld	1	1
	Total	5	5

ECONOMY

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Planning	Planning enforcement	1	0
	Planning application process	0	2
	Level of detail in committee report	1	0
	Not upheld	5	6
	Still ongoing	0	1
Total		7	9

NEIGHBOURHOODS

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Customers & Communities	Issues with computers in libraries	2	0
	Not upheld	1	0
	Total	3	0

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Environmental Management	Missed / continual missed bins	19	25
	Actions/attitude of operative	7	9
	Bins not returned to collection point	4	5
	Resident's bin used as 'slave' bin	4	3
	Replacement caddy liners not left	3	3
	New bin request	3	7
	Grass maintenance	2	0
	Condition of cemetery	1	0
	Debris following waste collection	1	2
	Fly tipping	1	1
	Tree maintenance	1	1
	Noise from bin collection at 6.50am	1	0
	Street cleansing	0	1
	Delay in removal of unwanted bin	0	1
	Response from Enforcement Team	0	1
	Not upheld	18	17
	Out of scope of complaints policy	0	1
	Still ongoing	0	1
	Total	65	78

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Facilities Management	Actions of Crossing Patrol Supervisor	1	0
	Actions of School Crossing Patrol	0	1
	Not upheld	0	1
	Total	1	2

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Finance	Tone of letter received regarding debt	0	1
	Not upheld	1	0
	Out of scope	0	2
	Total	1	3

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Strategic Housing	Out of scope	1	0
	Total	1	0

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr	
Highways & Property	Position of new railings outside school	2	0	
	Condition of road following recent repairs	2	0	
	Disruption from timing of roadworks	1	0	
	Raised steel works on road	1	0	
	Delay in installation of dropped kerb	1	0	
	Mud on road from nearby development	1	0	
	Actions of Civil Enforcement Officer	1	0	
	Blocked gullies	1	1	
	Lack of response to service request	1	3	
	Lack of communication re sale of land	0	1	
	Debris on pavement following roadworks	0	1	
	Speed of gritting vehicle	0	1	
	Condition of pavement	1	1	
	Damaged speed bump	0	1	
	Gully left uncovered	0	1	
	Not upheld	4	6	
	Ongoing	0	1	
	Out of scope of complaints policy	3	1	
	Total		19	18

PUBLIC HEALTH AND WELLBEING

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Public Protection	Missed pest control appointment	1	0
	Food Hygiene & Safety Inspection	0	1
	Manner of Licensing Officer	0	1
	Not upheld	4	4
	Ongoing	0	1
	Total		5

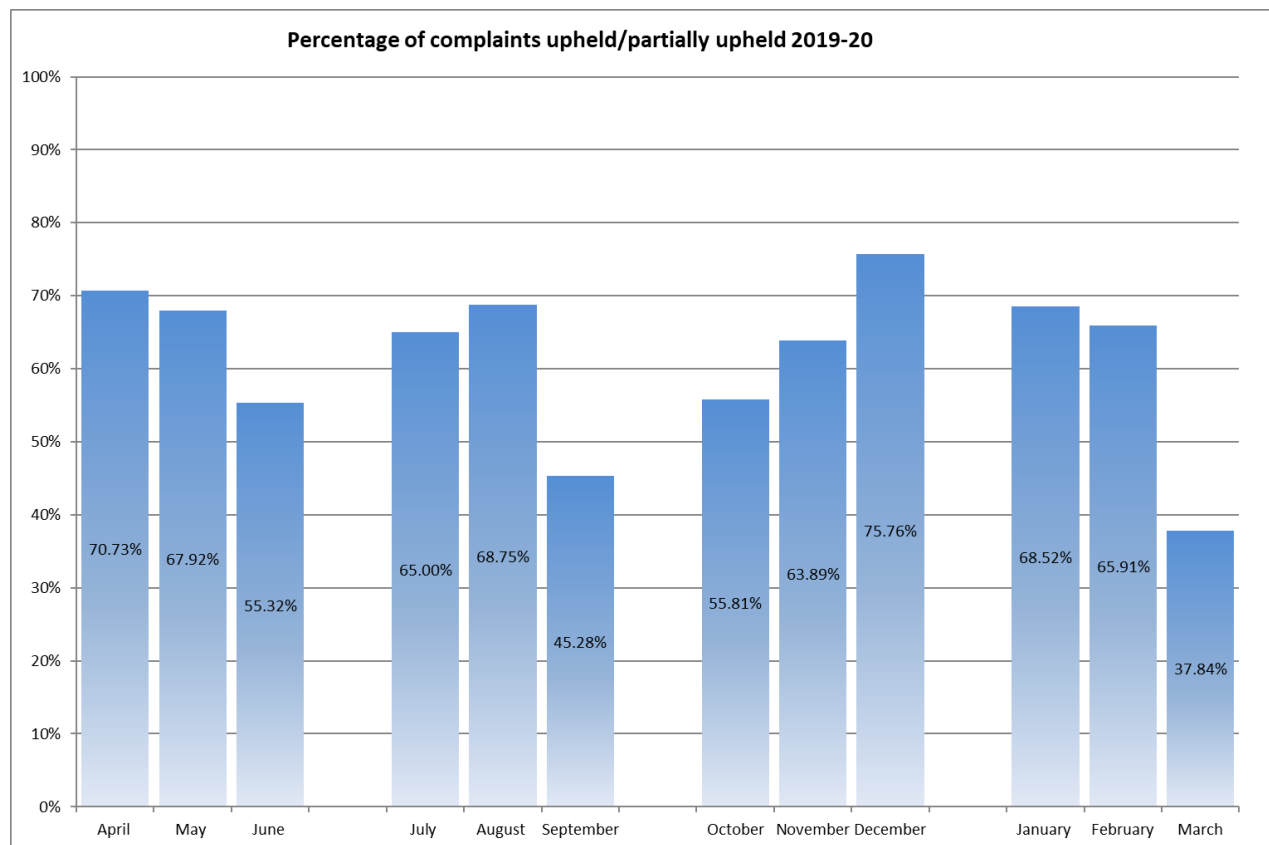
RESOURCES

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Revenues & Benefits	Council Tax	2	1
	Not upheld	2	10
	Out of scope of complaints policy	0	1
	Total	4	12

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Legal & Democratic	Not upheld	1	1
	Total	1	1

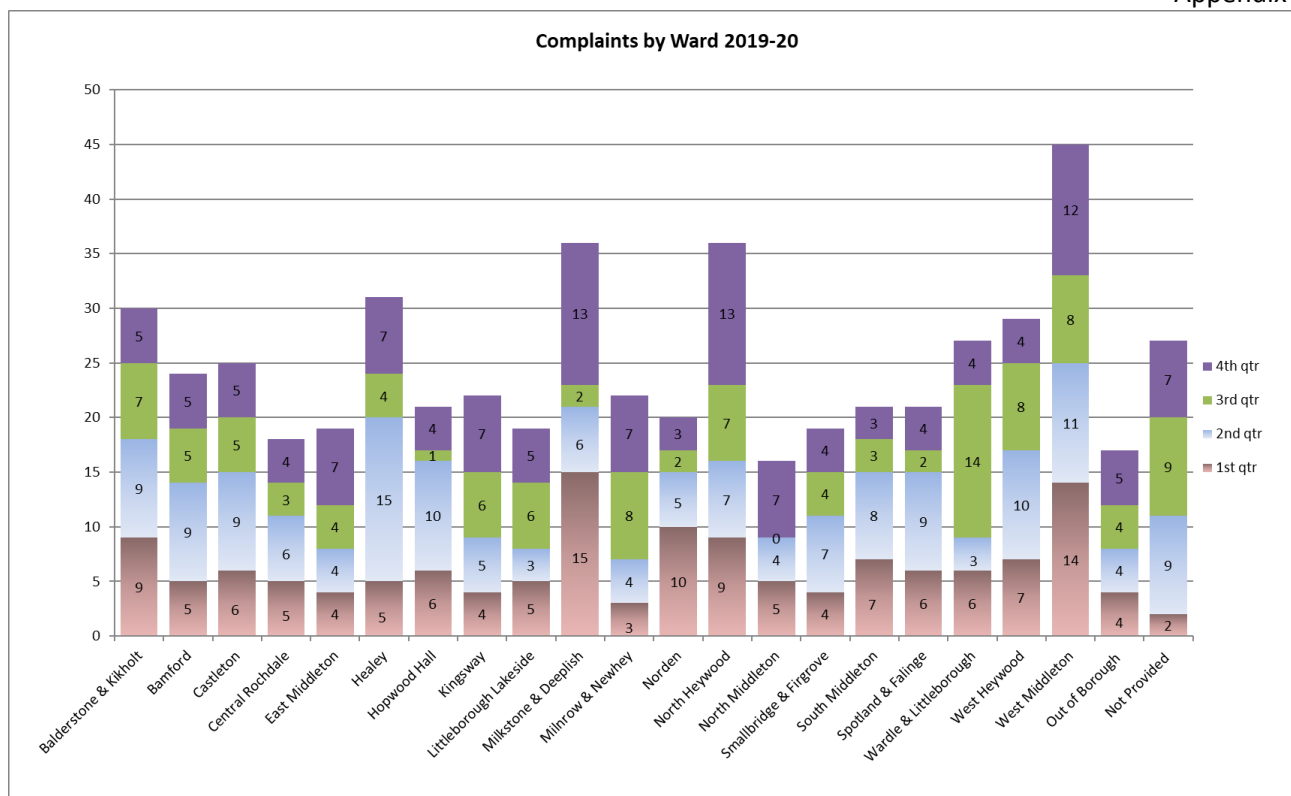
Complaint outcomes

The graph below shows the percentage of stage one complaints received that were either upheld or partially upheld during the second half of 2019/20. There was a slight 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 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. The complaints related to a number of different service areas and a variety of issues. Details of the complaints received from residents of each Ward are provided to Ward Councillors on a monthly basis.

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 second half of this year was 16,623 and 2,086 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	8
Highway Maintenance	661	720
Network Development	58	197
Network Management /Traffic/Road Safety	165	160
Parking Services	45	65
Total	936	1150

Environmental Management

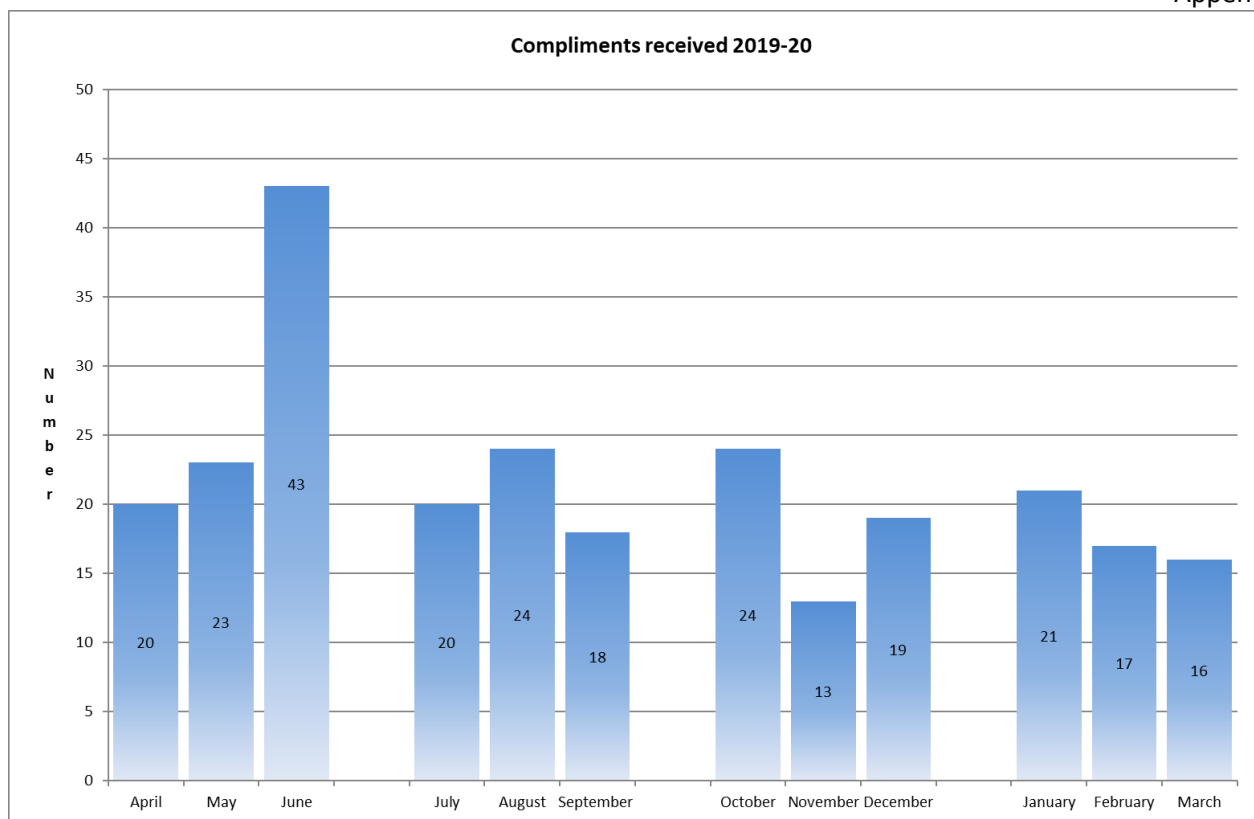
Service Area	Requests Q3	Requests Q4
New Wheelie bin request	2819	3108
Missed bin	1034	1115
General enquiry – street /waste services	318	189
Fly tipping	2024	2254
Assisted collection	48	46
Remove bin	322	308
Information/enquiry – enforcement	99	60
Bulky collection	706	817
Tree maintenance	98	111
Dead animal	39	45
Dog fouling	68	127
Untidy garden	145	192
Abandoned vehicle	2	0
Grass/shrub/hedge maintenance	47	29
Litter bin	38	51
Spillage on road	28	22
Graffiti	53	41
Sharps/drugs/paraphernalia	0	6
Trade waste	16	9
Fly posting	37	36
Ragwort/Knotweed	5	6
Travellers enquiry	0	0
Caddy liner request	25	24
Rights of Way	25	31
Total	7996	8627

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 2019-20.

A total of 110 compliments were recorded during the third and fourth quarters, a selection of which can be found below.



“I would like to spend time to write to you to compliment your employee who did a fantastic job of clearing the leaves up from Cherwell Avenue, Heywood this morning. He made sure that the pathways and even the driveways from the road to the paths were cleared. Now it’s safe to walk, well done that man.”

“I want to just let you know how amazing your officer (School cleaning & catering) has been this week; as ever nothing is ever too much for that man but he has far exceeded all expectations this week and his support and hard work has been invaluable. As well as working ridiculously long hours, the time and effort he has put into doing his job and helping everyone else with theirs has been beyond anything we could have expected from any member of staff permanent or otherwise. He is a pleasure to have on site and such a humble fella, he never moans or complains – I would have been lost without him!”

“Today I had to carry out the daunting task of registering the death of my father-in-law. The meeting and assistance I received from the registrar was first class, informative and extremely helpful. Many thanks.”

“I wanted to acknowledge our appreciation for all you have done through today under significant pressure. To have discharged 6 out of the 8 (planning) conditions really has put us in a great position to get the last two over the line by Friday.”

“I would like to place on record my thanks and commend your council workers who have done a magnificent job on the grass verges and shrub and bush maintenance. Thanks to all for a job very well done.”

“You all as a team (Contact Centre) have been absolutely wonderful in dealing with my queries”

“The running, planning and operation of the wedding was fantastic, clearly a winning formula. The catering provided for the wedding was outstanding, all the food was utterly delicious. The service from all members of staff encountered during visits has been faultless, everyone always well turned out, polite and helpful.”

“I would just like to say the bin men who cover my area are absolutely brilliant! They are always so helpful, polite and do an amazing job. I would just like to recognise the hard work they do and how well they do it.”

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 2019-20, a total of 247 new complaints were received, and of these only 13 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.