

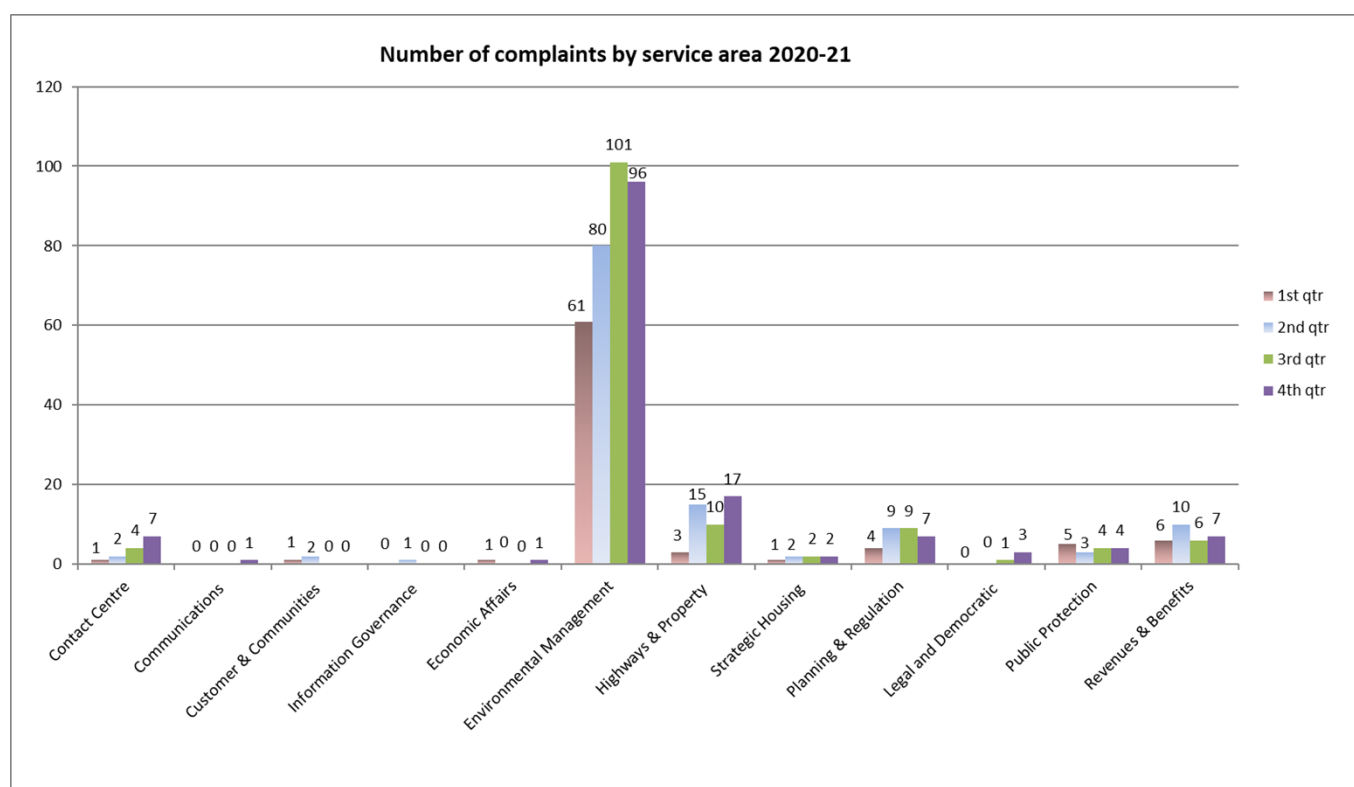
CORPORATE COMPLAINTS 3rd & 4th QUARTERS 2020/21

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 282 new complaints were received in the second half of 2020-21. 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 first quarter. The figures for the first quarter of 2020-21 were significantly lower than the Council would normally receive, however, this period fell during the initial national lockdown and this may have been a contributing factor on the number of complaints received.

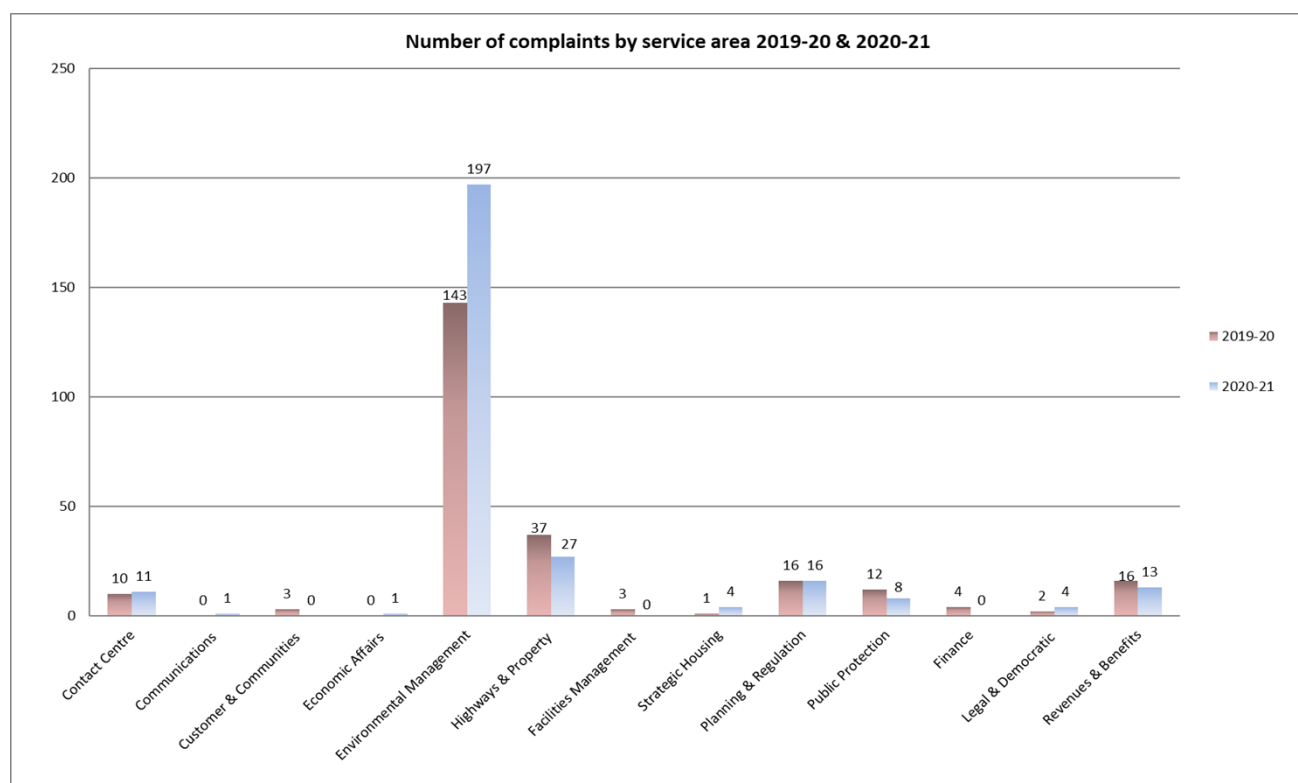


Details of the complaints received in the reporting period are included later in the report.

Year on year comparison

The graph below compares the total number of complaints received in the second half of 2020-21 with the same period last year. As can be seen below, the number of complaints received by the majority of services during this reporting period were similar or slightly reduced to the previous year. There was an increase in complaints for Environmental Management, however, on reviewing the type of complaints received there was no

significant reason for the increase. Of the overall number of complaints received during this reporting period, 31.5% 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	3 rd Qtr	4 th Qtr
Contact Centre	Call handling	1	2
	Advice given / action taken by Advisor	2	1
	Call waiting times	0	1
	Not upheld	0	3
	Withdrawn	1	0
	Total		4

ECONOMY

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Economic Affairs	Not upheld	0	1
	Total	0	1

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Planning	Pre-planning advice	1	0
	Not upheld	8	6
	Ongoing	0	1
	Total	9	7

NEIGHBOURHOODS

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Communications	Not upheld	0	1
	Total	0	1

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Environmental Management	Missed / continual missed bins	28	22
	Training facilities at St Mary's School	22	0
	Bins not returned to collection point	10	9
	Replacement caddy liners not left	2	7
	Actions/attitude of operative	2	13
	Debris left after waste collection	2	0
	Neighbouring bins emptied into one bin	2	3
	Fly tipping / enforcement	2	2
	Damage to bin	1	0
	Street Cleansing	1	3
	Grass / shrub maintenance	1	0
	Assisted collection	1	0
	Bin missing following collection	1	0
	Damage to grass verges	1	0
	Damage to driveway	1	0
	Delay in removal of faulty bin	1	0
	Play area Queen's Park	1	1
	Crew removed item from resident's bin	1	0
	Info on website re charge for new bin	1	1
	Response to issues with collections	1	0
	Recycling box removed by crew	1	0
	Street cleaning taking place at 6am	1	0
	Delay in delivery of new bin	1	0
	Damage to fence post	0	1
	Lack of response to service request	0	1
	Charge for replacement bin	0	1
	New bin request	0	1
	Black bin liners not left	0	1
	Not upheld	16	30
	Total	101	96

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Highways & Property	Lack of action re broken paving slabs	2	2
	Issue caused by blocked gully	1	0
	Lack of action re defect on pavement	1	0
	Parking ticket policy	1	0
	Poor condition of pavement	1	0
	Actions of Parking Services Officer	0	2
	Delay in repairing pothole	0	2

	Lack of gritting	0	1
	Lack of road markings	0	1
	Delay in repair of manhole	0	1
	Quality of pothole repair	0	1
	Not upheld	3	2
	Out of scope of complaints policy	1	3
	Ongoing	0	2
	Total	10	17

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Strategic Housing	Response to empty property enquiry	0	1
	Not upheld	2	0
	Ongoing	0	1
	Total	2	2

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Public Protection	Service received from Pest Control	0	1
	Lack of action to service request	1	1
	Withdrawn	1	0
	Not upheld	2	2
	Total	4	4

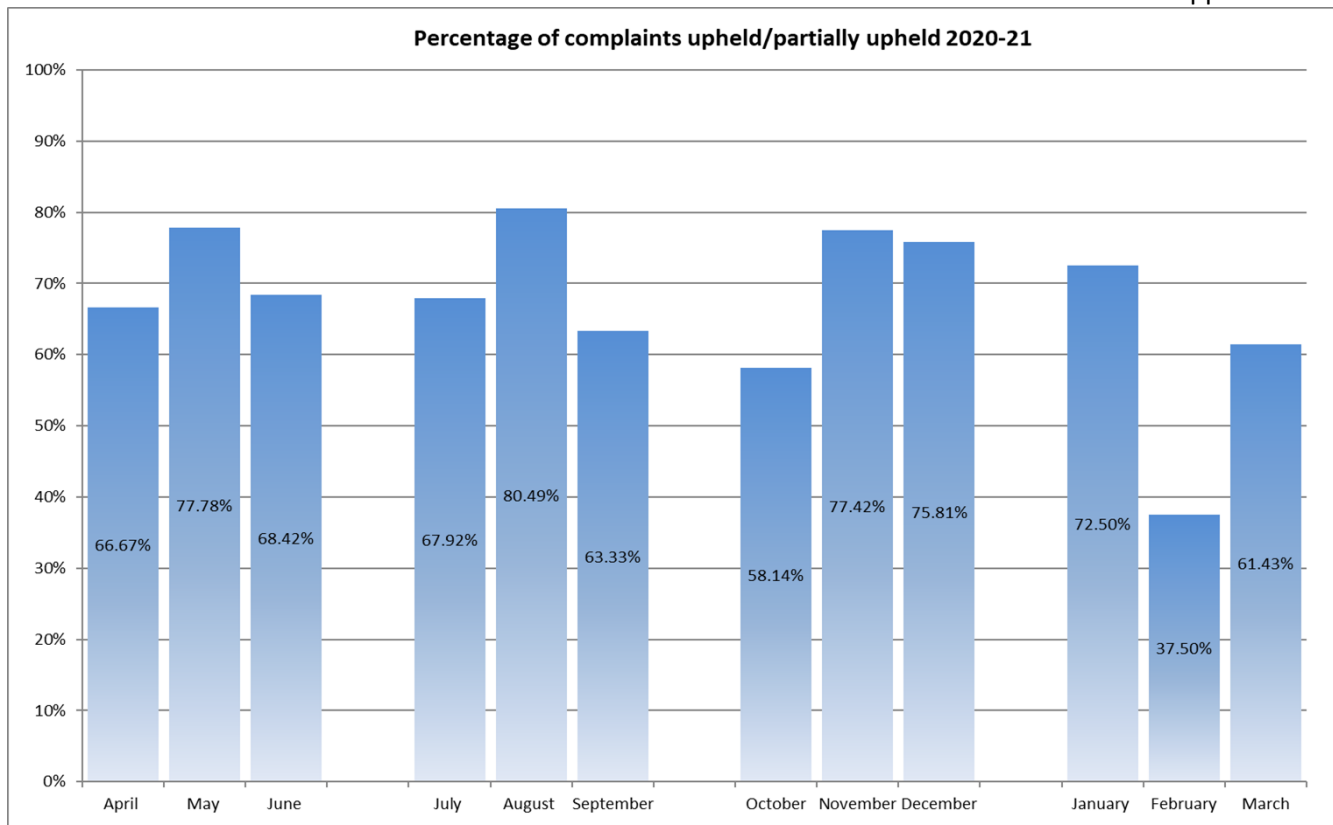
RESOURCES

Service Area	Nature of complaint	3 rd Qtr	4 th Qtr
Revenues & Benefits	Correspondence sent to old address	0	1
	Council tax arrears	0	1
	Not upheld	5	5
	Out of scope of complaints policy	1	0
	Total	6	7

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

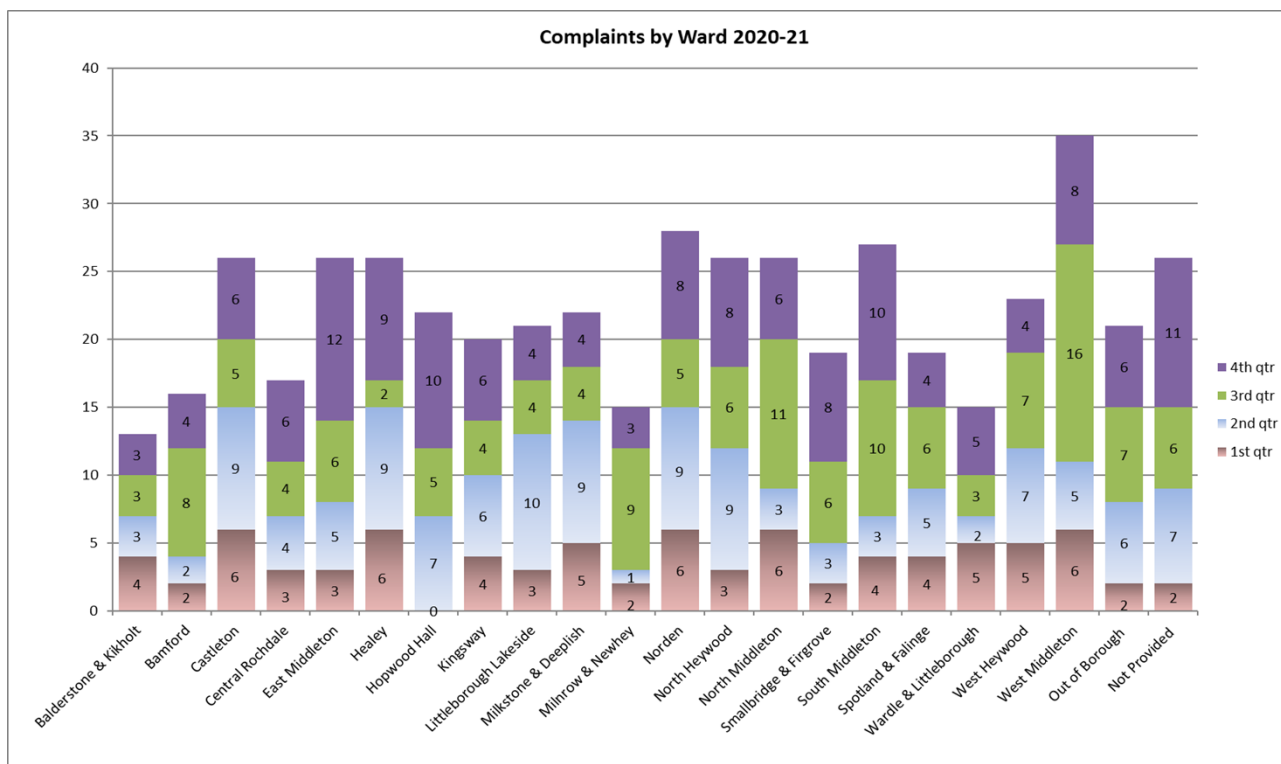
Complaint outcomes

The graph below shows the percentage of stage one complaints received that were either upheld or partially upheld during the second half of 2020-21. 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 of 2020-21. It also indicates where address details have not been provided or the complainant resides outside of the Borough. Details of complaints received are provided to Ward Councillors on a monthly basis.



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, though the increase in the third quarter for complaints received for West Middleton, a number of these complaints related to the planning process for a new school and concerns for Training facilities at St Mary's School.

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 197 and 27 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	1	5
Highway Maintenance	546	980
Network Development	29	58
Network Management /Traffic/Road Safety	108	160
Parking Services (including School Crossings)	0	0
Total	684	1203

Environmental Management

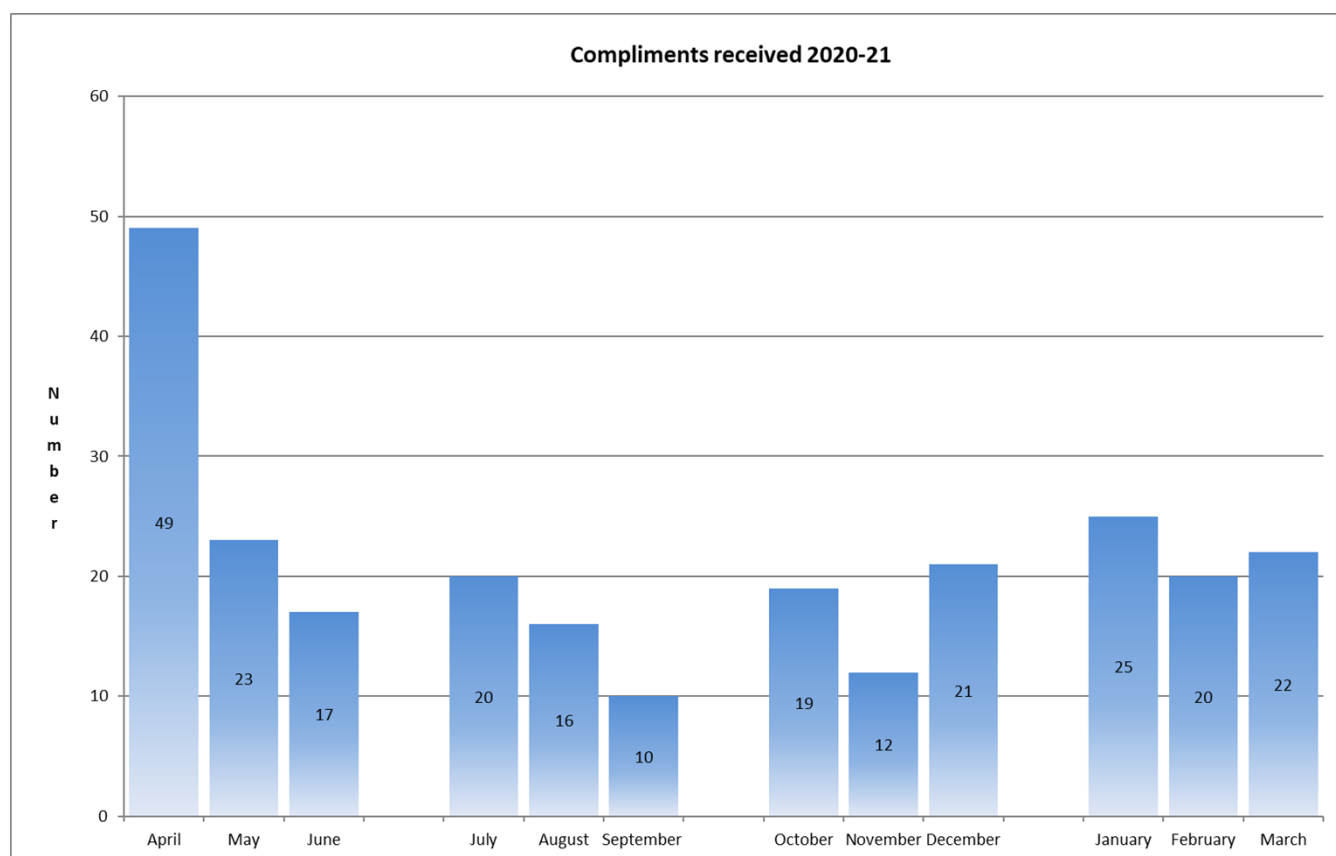
Service Area	Requests Q3	Requests Q4
New Wheelie bin request	2143	2116
Missed bin	1166	1246
Information/enquiry – street services	30	37
Fly tipping	1374	1253
Assisted collection	60	66
Remove bin	245	335
Information/enquiry – enforcement	64	97
Bulky collection	1544	1657
Tree maintenance	118	162
Dead animal	31	42
Dog fouling	57	105
Other service request – Waste Services	373	494
Untidy garden	140	192
Abandoned vehicle	0	0
Grass/shrub/hedge maintenance	53	38
Litter bin	36	50

Spillage on road	21	17
Graffiti	34	33
Sharps/drugs/paraphernalia	7	11
Trade waste	6	16
Fly posting	12	8
Ragwort/Knotweed	7	7
Travellers enquiry	3	1
Caddy liner request	25	29
Rights of Way	39	59
Total	7588	8071

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 2020-21.



A total of 119 compliments were recorded during the first and second quarters, a selection of which can be found below.

“Sending a big thanks you to the Heywood Clean and Green Team for the great work around Brittainia Street”

“Customer Service Advisor was very helpful and I appreciate all his help. He was totally professional throughout the call and he is a credit to Rochdale Borough Council.”

“I just wanted to drop a note of thanks to your bulky waste and bin collection team for the work they do, and have done, particularly over the last 12 months. I have had need to utilise your bulky waste collections as well as the usual wheelie bin collections. Each time your team go about their business with courtesy and professionalism. Quietly getting on with their job without disruption to the residents. It has been a tough year and you have continued to deliver what I consider to be a wonderful service.”

“I visited Rochdale with my husband and children to visit the Dippy exhibition. I wanted to pass on how impressed we were with our visit. Driving into Rochdale we noticed how well kept all the grass verges are, and there was a general impression of the centre being well maintained and cared for. On arriving at Touchstones we were welcomed by friendly reception staff and then took part in the interactive tour. This was well thought out, entertaining and informative. Credit must go to all involved in this, it was excellent! And free to boot. Walking down to the Dippy exhibition the redeveloped area of the town centre and the area outside the library with its beautiful planting and greenery was another tick in the box for Rochdale. People are often quick to criticise but less so to pass on a compliment!”

“A great big Thank you to all the staff who fixed the man hole cover on Rochdale Road East. The service was amazing job was done in record time. Can't fault the service well done. So proud to live in a town with a great council.”

“I just wanted to pass on a message from a parent who was expressing her gratitude for the food hampers which in her words are ‘absolutely brilliant. The Catering Team should be recognised for all their hard work which is very much appreciated.”

“Thank you very very much to the Officer in the Planning Service for all their help yesterday. They helped me tremendously and were wonderful, it was a pleasure to speak with them.”

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 2020-21, a total of 282 new complaints were received, and of these only 17 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.