

Scrutiny Board

15 December 2015

Report title	Quarter 2 Corporate, Social Care and Public Health Complaints Report	
Cabinet member with lead responsibility	Councillor Andrew Johnson Resources	
Wards affected	All	
Accountable director	Keith Ireland, Managing Director	
Originating service	Customer Services	
Accountable employee(s)	Alison Dowling	Customer Relations and Complaints Mgr
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Report to be/has been considered by	Corporate Leadership Team	23 November 2015
	People Leadership Team	30 November 2015
	Place Leadership Team	1 December 2015
	Strategic Executive Board	8 December 2015

Recommendation(s) for action or decision:

The Scrutiny Board is recommended to:

1. Review complaints management and performance for the period 1 July 2015 to 30 September 2015.

Recommendations for noting:

The Scrutiny Board is asked to note:

1. New combined report of Statutory Social Care, Public Health and Corporate Complaints for the period Quarter 2 (July to September 2015).

2. Part A of the report relates to statutory complaints activity for Adult Social Care, Children and Young People Social Care and Public Health, Part B relates to all other complaints activity governed by the corporate complaints procedure.

Part A – Adult Social Care, Children and Young People Social Care and Public Health Complaints Activity.

1.0 Background

- 1.1 Complaints activity concerning Adult, Children and Young People's Services and Public Health are governed by legislative framework and have to be dealt with in accordance with statutory guidance.
- 1.2 For Children's and Family Services, Regulation 14 (1) of The Children Act 1989 Representations Procedure (England) Regulations 2006 places a 10 working day time limit for resolution, most Stage one complaints should ideally be concluded within this time limit.
- 1.3 Where the service cannot provide a complete response, it can implement a further 10 days extension (regulation 14(5)). If necessary, the Complaints Manager may also suspend stage one until an advocate has been appointed (regulation 14 (3)). The maximum amount of time that stage one should take is 20 working days. After this deadline the complainant can request consideration at stage two if they so wish.
- 1.4 Where the complainant feels that they have not received a satisfactory outcome they will be informed that he/she has the right to move on to stage two if they wish.
- 1.5 In Early Help, which is not governed by the legislation of the Children Act 1989, the authority has adopted the legislative guidelines for timescales for response and closure to complaints across all service areas in order to provide a continuity of service.
- 1.6 Adult Social Care and Health complaints have to be dealt with in accordance with The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. The Local Authority currently has a joint protocol for the handling of cross boundary complaints.
- 1.7 Public Health Complaints have to be dealt with in accordance with The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
- 1.8 Whilst the regulations do not stipulate timescales for resolution to complaints, the People directorate operate a ten day organisational timescale. This can be extended to 20 working days for more complex cases.
- 1.9 Non statutory People Directorate complaints are dealt with in accordance with the Corporate Complaints Procedure.
- 1.10 Details of the appropriate complaints procedures can be found on the Council Internet site.

2.0 Complaints Intervention

2.1 The following actions are in operation to monitor satisfactory resolution of complaints in a timely manner:

- Proactive chasing of managers responding to complaints, in accordance with escalation plan in operation.
- Mediation between complainants and investigating officers.
- Quality assurance checks undertaken of complaint response letters.
- Weekly reporting to Service Directors and Heads of Services on the status of complaints, detailing any areas for concern where managers will need to prioritise outstanding complaints and resolution in order to receive a satisfactory prompt outcome for the complainant.

Customer Feedback Activity

3.0 Children and Young People (Appendices 1 and 3)

During this quarter:

- 3.1 A total of 34 formal complaints were received compared to 39 in quarter 1; representing a decrease of 12.82%. However, when compared to the half yearly figures from 2014/15 where 64 complaints were received, there has in fact been an increase of 14.06%.
- 3.2 15 new complaints were received for the Children in Need/Child Protection (CIN/CP) teams representing 44% of all complaints. This compares to 24 cases (62%) for the previous quarter. Pleasingly this shows a considerable reduction in volume of new complaints for the CIN/CP teams.
- 3.3 18 complaints were received by the Looked After Children teams compared to eight the previous quarter. This represents an increase of 125%. The areas of particular concern are the Looked After Children (LAC) Team 3 and the Leaving Care/Transition Team. From the Leaving Care/Transition Team complaints, two related to the 'Staying Put' Policy and two concerning disagreement with placement moves.
- 3.4 One complaint related to Early Help Services compared to six the previous quarter.
- 3.5 38 complaints were resolved which was eight more in volume than those resolved in the previous quarter.
- 3.6 50% were responded to within the initial ten day statutory timescales, compared to last quarter's figure of 40%. However, overall 84% were closed within 20 working days, compared to 70% in quarter 1. The average number of days to close for all complaints over the term fell from 15 to 13 days.
- 3.7 Of the 38 cases closed; 18% were upheld, compared to quarter 1 figure of 33%; and 45% were partially upheld, compared to quarter 1 figure of 37%. The volume of complaints where the Council was not found at fault has increased from 30% to 37%.

- 3.8 One complaint is currently being considered at stage two of the Children's Act Statutory Complaints Procedure by two external investigating officers. This complaint relates to an assessment undertaken by the CIN/CP service – the complaint was not upheld at stage one. The outcome of this will be shared in the next reporting period.
- 3.9 Top featured categories for formal complaints received were Communication (14 cases) and Quality of Service (nine cases). The complaints in relation to communication tend to arise from the failure to keep families up to date on the progress of their involvement with social care.
- 3.10 There has been a reduction in volume of complaints relating to the conduct/attitude of the social care professional. Two cases were received in this quarter compared to six in the previous.

4.0 Adult Social Care and Public Health (Appendices 2 and 4)

During this quarter:

- 4.1 31 formal complaints were received compared with 20 complaints in the previous quarter, representing an increase of 55%, and an increase of 72% when compared against quarter 2 of 2014/15. One related to Public Health functions.
- 4.2 The main areas of increase are the Adult Community Team East where seven cases were received compared to one in quarter 1; and the Therapy Assessments where three cases were received compared to none in quarter 1.
- 4.3 The highest volume of complaints was received by the Adult Community Team East where seven complaints were received.
- 4.4 40% of complaints were upheld, compared to quarter 1 when the figure was 15%, representing a significant increase. Cases which were partially upheld have reduced from 50% to 36%; and those cases which were not upheld have decreased from 35% to 24%.
- 4.5 The number of complaints responded to within the initial ten day timescale has increased from 15% to 40%. However, 60% of all complaints closed were completed within the Secondary target of 20 days; which was the same as in the last quarter.
- 4.6 The average number of days to close all complaints over the term increased from 18 days to 22 days.
- 4.7 The Customer Relations and Complaints Team received seven further queries which, after initial enquiries, were found to fall outside the jurisdiction of the People Directorate or were treated as requests for service or informal complaints. These were redirected accordingly.
- 4.8 30 compliments were received.

5.0 Local Government Ombudsman (LGO) Enquiries or Investigations or Corporate Stage 2 investigations

Three cases are currently being considered by the LGO:

- An enquiry was received relating to lack of support and financial assistance to family foster carers. This was **upheld** at stage one. The complainants took legal action against the Authority and stage two was declined. Following a previous enquiry from the LGO, stage one was reconsidered and **upheld**. The case was kept open for an extended period for consideration at stage two; however, upon closure, the complainants contacted the LGO who are now undertaking a full investigation.
- Another enquiry relates to the provision of CAMHS support for a young person where a previous Statutory stage 2 which had been undertaken and **upheld**. However, the advocate requested consideration at stage three. The grounds for progression to stage three were a different set of circumstances and, therefore, not appropriate for escalating to stage three. Due to continued dissatisfaction, the case is now being considered by the LGO.
- The Adult Social Care enquiry relates to the review of the rate of Direct Payment to employ a Personal Assistant (PA), which was **not upheld**. The relevant information has been provided to the LGO who have made a final decision and found **no fault** with the local authority.

6.0 Learning from Complaints (Appendix 5)

- 6.1 Children and Young People, Adult Social Care and Public Health services are committed to learning from customer feedback and require the completion of a Learning Log/Implementation Plan from each complaint investigated. Where complaints highlight that things have gone wrong, managers are required to identify any remedial and improvement action.
- 6.2 Feedback from compliments is also considered as it provides a valuable source of information affirming when services make a difference and personal attributes of the worker has added value to the outcome for users and carers.
- 6.3 Feedback is provided to all Heads of Service and Senior Management Teams on a regular basis, in order to promote positive learning and to influence service improvement.
- 6.4 Service Directors are provided with a summary of learning from complaints and implementation plans on a quarterly basis, such that they form a regular agenda item for discussion.
- 6.5 Head of Service are provided with completed Implementation Plans in order to ensure recommendations are implemented.

Part B – Corporate Complaints Activity

7.0 Purpose

7.1 The purpose of this report is to provide a summary of the corporate complaints, compliments, Local Government Ombudsman and Housing Ombudsman enquiries received by the Council during Quarter 2 (July to September 2015).

7.2 All corporate complaints, compliments, Housing Ombudsman and Local Government Ombudsman enquiries are considered a form of customer feedback. The Customer Feedback team monitor and record all enquiries. The team analyses and monitors customer feedback which provides details about the types of complaints that are received by the authority, and highlights suggested customer driven improvements to service provision or delivery to directorates.

8.0 Stage one complaints

8.1 During Quarter 2 (July to September 2015) the Council received 82 stage one complaints; all complaints are assessed as to whether they are upheld (Council at fault) or not upheld (Council not at fault) by the Corporate Complaints Manager/Complaints Assistant. Of the 82 stage one complaints received during Quarter 2, 75 (91%) complaints were not upheld (council not at fault) and seven (9%) were upheld (council at fault). As a result of continuous monitoring with service managers, the issues identified from the upheld (council at fault) complaints have been addressed. As a remedy to the complaint, an apology is issued to the customer informing them of the improvements that have been made to service delivery as a consequence of their complaint. Appendix 6 shows a summary of stage one complaints received.

8.2 During Quarter 2 (July to September 2015), Revenues and Benefits received the highest number of stage one complaints (13), followed by Waste Management (12); however, none of Revenues and Benefits complaints were upheld (council not at fault). These figures have decreased for both teams in comparison to the number of complaints received during Quarter 1; Revenues and Benefits has decreased by 19% and Waste Management by 43%. The average response time for both these service groups is nine days; this has contributed significantly to achieving an overall response time of 13 days to complaints for Quarter 2 (July to September 2015).

8.3 The target response time for stage one complaints is 95% of complaints responded to within an average of 21 calendar days. During Quarter 2 (July to September 2015) 100% (82) stage one complaints were responded to within this target timescale. The Customer Feedback Team also provide support to investigating officers to ensure that they meet these target response deadlines. Investigating officers are contacted on a weekly basis through phone or email to confirm deadlines; where delays are unavoidable, the Customer Feedback team ensure that complainants are kept updated.

9.0 Stage two complaints

9.1 If a customer is not satisfied with the response provided at stage one of the complaints procedure, they have the option to escalate their complaint to stage two.

9.2 During Quarter 2 (July to September 2015), the Council received 11 stage two complaints; this equates to 13% of stage one complaints escalating to stage two in this quarter.

9.3 The Council received 11 stage two complaints; seven for Place Directorate, two for Corporate Directorate and two for People Directorate; none of those stage two complaints were upheld (council not at fault). This is reflected in Appendix 7.

10.0 Local Government Ombudsman enquiries

10.1 During Quarter 2 (July to September 2015), the Council received two LGO enquiries; both enquiries were for the Place Directorate; one enquiry related to Bereavement Services and one enquiry related to Planning Department. Both enquiries are still under investigation and an update will be provided within Quarter 3 Report (October to December 2015). This is reflected in Appendix 7.

11.0 Local Government Ombudsman assessment enquiries

11.1 In order for the LGO to determine whether a case should be formally investigated, local authorities are requested to provide further information about a complaint; this information is requested via an "assessment enquiry".

11.2 During Quarter 2 (July to September 2015) the Council received six LGO assessment enquiries; two for Corporate Directorate, two for Place Directorate and two for People Directorate.

11.3 Of the two for Corporate Directorate, two were received for Revenues and Benefits; one progressed to a full LGO investigation and one advised by the LGO to complete the corporate complaints procedure.

11.4 Of the two for Place Directorate, one was received for Bereavement Services; the LGO instructed to progress to a full investigation. One was received for Public Realm Services; the LGO advised that they had decided not to investigate.

11.5 Of the two for People Directorate, one was received for Adult Social Care; the LGO instructed that they would progress to a full investigation. One was received for Children Social Care; the LGO instructed that the case had been passed to their investigation team for further consideration.

12.0 Housing Ombudsman

12.1 During Quarter 2 (July to September 2015), one initial enquiry was received from the Housing Ombudsman; the Housing Ombudsman advised that the complaint be progressed to stage two of Wolverhampton Homes' complaints procedure.

13.0 Compliments

13.1 During Quarter 2 (July to September 2015), the Council has received 119 compliments from customers. Bereavement Services accounted for the highest number of compliments with 40, followed by Planning with 24 and Housing Options/Outreach with 22. All compliments are recorded by the Customer Feedback Team and reported as part of the team's quarterly monitoring process.

14.0 Customer Focus Groups

14.1 Complaint Focus Groups are arranged by the Customer Feedback Team on a quarterly basis. They are attended by customers who have raised issues with the Council regarding specific issues. A focus group took place on 21 October 2015; the group discussed opening times for Anchor Lane and Shaw Road. The group also reviewed new marketing leaflets for bin contamination and recycling. The notes from this focus group have been circulated to all attendees and relevant officers within appropriate service groups. Findings from the focus group will be presented to the appropriate Heads of Service and to the next Service Improvement Group which will be attended by senior officers from the relevant service areas. Officers will be expected to consider and, where possible, act on findings presented to ensure that improvements within their services are customer led. Outcomes from Service Improvement Groups are then fed back to focus group attendees.

15.0 Service Improvement Reports

15.1 When a complaint is upheld (Council at fault) and the findings of a subsequent investigation are for a change to policy or service delivery, the Customer Feedback Team produce a service improvement report. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Service Director, Strategic Director and the Managing Director.

15.2 One service improvement report has been compiled regarding a stage two complaint for Bereavement Services. Two service improvement reports are currently being compiled for the People Directorate regarding two upheld Senstart LGO enquiries.

16.0 Ward Data

16.1 During Quarter 2 (July to September 2015), ward complaint data has been collated; monitoring ward data provides an insight into trends and numbers in complaints for each ward. This information is detailed at Appendix 5.

17.0 Monitoring Information

17.1 There are no concerns with the data analysis, and there is no evidence of any groups being disproportionately affected. The equalities data is based upon what complainants have provided and therefore there are no concerns of any groups being disproportionately affected. This is reflected in Appendix 4.

18.0 Service updates from the Complaints Report Quarter 1 – 2015-16

18.1 Local Government Ombudsman enquiries

Three final outcomes have been received from the LGO during Quarter 2; two enquiries in relation to Senstart and one for Adult Social Care. With regards to the two enquiries for Senstart the LGO decided that there was maladministration and recommendations were made for improvements. The recommendations related to:

- Case one - review timescales for placement breakdown and methods of recording targets reviews
- Case two – consultation with the independent school to provide educational resources and a financial remedy made to the complainant

With regards to the case for Adult Social Care, the LGO decided that there was no evidence or fault on the part of the Council.

18.2 Housing Ombudsman enquiries 2014-15

Two enquiries in relation to Wolverhampton Homes have now been finalised; one enquiry was not upheld and one case was concluded with no further action.

18.3 Service Improvement Reports

The Scrutiny Panel requested that future complaint reports provide an example of an upheld complaint which resulted in a service improvement report. During quarter 1 (April 2015 to June 2015) Bereavement Services were found to be at fault at stage two for record keeping. The Corporate Complaints Team liaised with this service and a programme has been set up by the Bereavement Manager to work with document specialists to ensure that all records are both readily available and accessible.

19.0 Financial Implications

19.1 There are no financial implications associated with the recommendation in this report. [GE/30112015/E].

20.0 Legal Implications

20.1 The statutory complaints procedure must comply with various statutes. These include:

- Children and Family Services - The Children Act 1989, Representations Procedure (England) Regulations 2006. The Local Authority functions covered include services provided under Parts III, IV and V of the Children Act 1989
- Adult Social Care - The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009; which came into force on 1st April 2009.

- Public Health - The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

[RB/01122015/U].

21.0 Equalities Implications

21.1 There are no equalities implications associated with this report.

22.0 Environmental Implications

22.1 There are no environmental implications associated with this report.

23.0 Human Resources Implications

23.1 There are no human resource implications associated with this report.

24.0 Corporate Landlord Implications

24.1 There are no corporate landlord implications associated with this report.

25.0 Schedule of Background Papers

25.1 None for consideration.

Appendices

1. Children and Young People Customer Feedback Dashboard
2. Adult Social Care and Public Health Services Customer Feedback Dashboard
3. People Directorate Organisational Learning
4. Corporate Complaints Equalities Data Stage 1
5. Corporate Ward Data
6. Corporate Customer Feedback Stage 1 Dashboard
7. Corporate Customer Feedback LGO Enquiries and Ward Data

Appendix 1 - Quarter 2 (July - September 2015)

Formal complaints received



This represents a decrease of

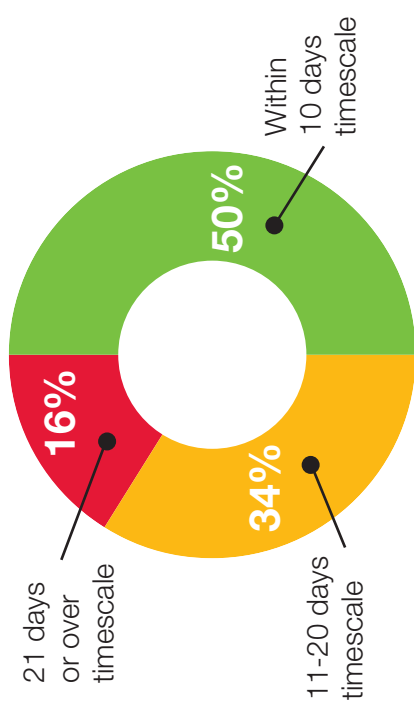


12.82%

Stage 1 complaints comparison for quarter 2



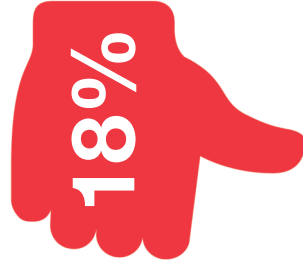
Response timescales



Average complaint response time



Complaints where the Council is at fault (upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints where the Council is partially at fault



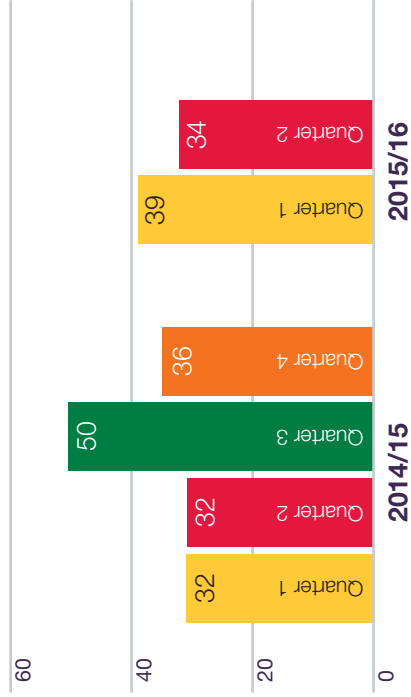
Complaints where the Council is not at fault



Appendix 1 - Quarter 2 (July - September 2015)

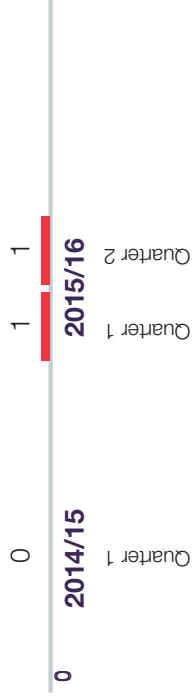
Stage 1 complaints comparison

Breakdown by quarter



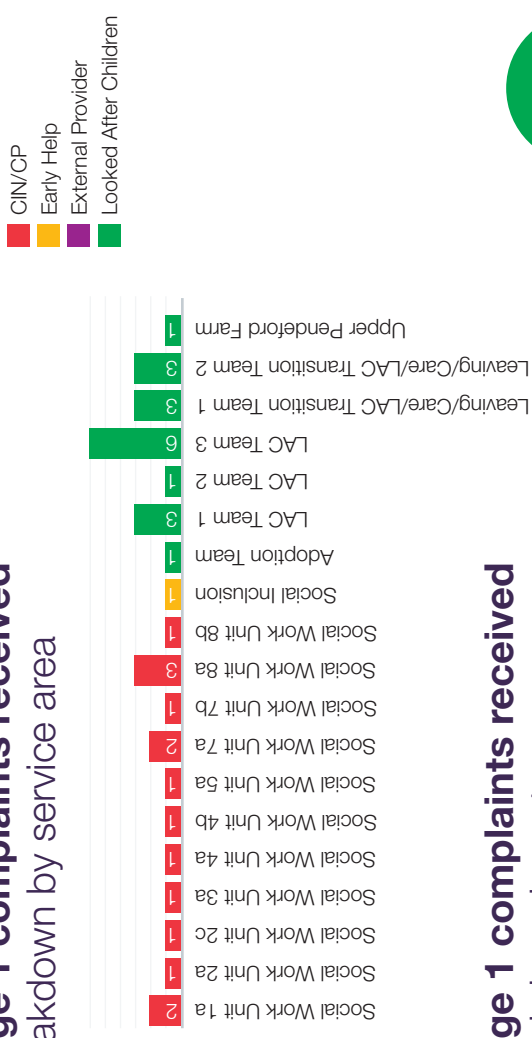
Stage 2 complaints comparison - LGO enquiries or investigations

Breakdown by quarter



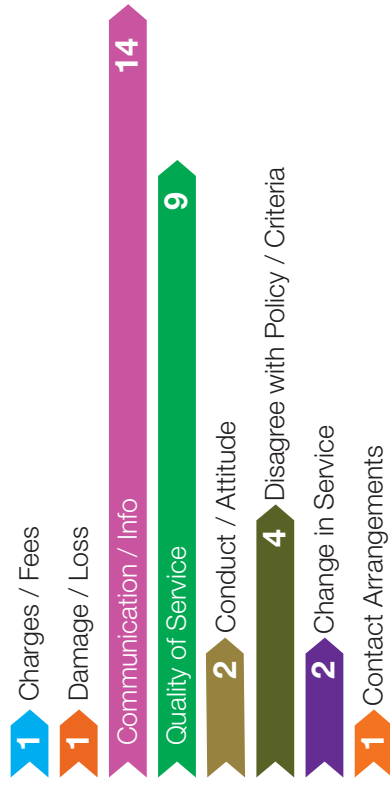
Stage 1 complaints received

Breakdown by service area



Stage 1 complaints received

Breakdown by category



26

Compliments

11

Informal complaints

Appendix 2 - Quarter 2 (July - September 2015)

Formal complaints received



*This represents
an increase of*

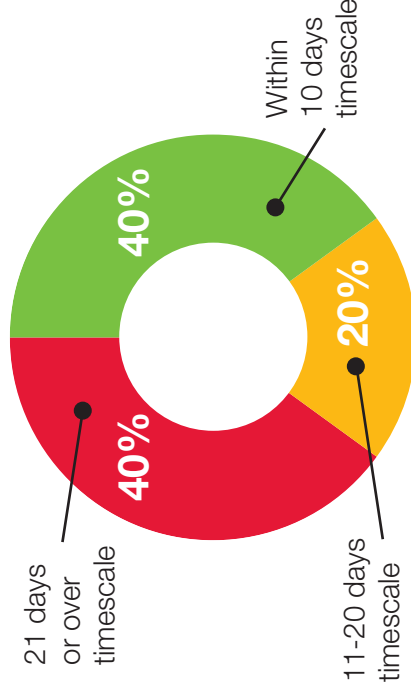


55%

Stage 1 complaints comparison for quarter 2



Response timescales



Average complaint response time



Complaints where the Council is at fault (upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints where the Council is partially at fault

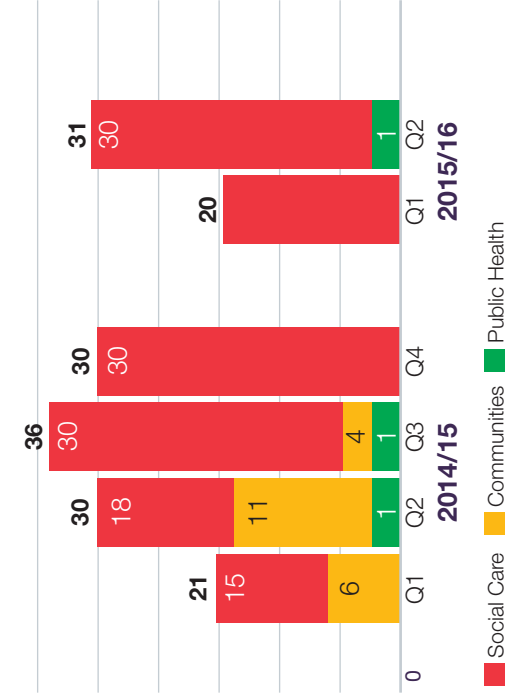


Complaints where the Council is not at fault

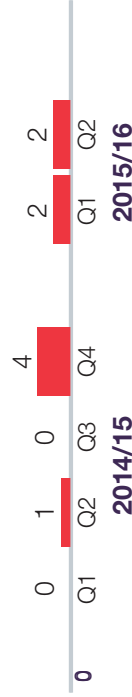


Appendix 2 - Quarter 2 (July - September 2015)

Stage 1 complaints comparison Breakdown by quarter



Stage 2 complaints comparisons LGO enquiries or investigations Breakdown by quarter



Stage 1 complaints received Breakdown by service area



Stage 1 complaints received Breakdown by category



30

Compliments

7

Informal
complaints

Appendix 3 - Quarter 2 (July - September 2015)

Learning from Customer Feedback is an increasingly important part of the Authority's philosophy. Managers responding to complaints are encouraged to identify any shortcomings within the service. In a service striving for excellence there is no room for complacency and where there is an open culture of reflective learning, complaints can at best be used in the design, delivery and improvement of services, as well as highlighting concerns for the safety and welfare of adults: children, young people and families. Below are brief descriptions of learning from complaints for this quarter.

ASC - Therapy Assessments

Complaint in relation to the length of time it is taking for an assessment of needs for equipment. **Learning:** A review of the prioritisation procedure is to be undertaken, and a business case has recently been prepared and sent to HOS and Service Director with recommendations on how to tackle waiting list and future demand.

ASC - Community Team West

Delay in obtaining respite care for elderly relative. **Learning:** The new allocated social worker to agree a plan of action to share with the team to ensure that the experience is used to reduce the risk of this situation happening again. Also, to emphasise the importance of clear communication.

ASC - Community Team East

The protracted process and delays in ascertaining information, arranging meetings and generally progressing care and assessments to elderly father. **Learning:** Better communication of financial issues. In the absence of the allocated social worker, and if the situation is escalating, then consideration should be given to reallocate case.

Children and Young People - Adoption Team

A complainant made a series of complaints regarding the delay in passing on or possible mislaying of contact letters to be sent to the children's birth mother. **Learning:** A standard message on the inbox stating the inbox is checked on a weekly basis and advising the public of whom they should contact if a response is not received within a week or if the matter is urgent.

Children and Young People - Residential Children's Home

A member of staff allowed a young person to borrow another young person's bike which was never returned. **Learning:** Staff now have to ensure that an Inventory is completed for all young people. Large items will be labelled and secured in a separate containment away from the items belonging to the Home.

Children and Young People - Leaving Care/Transitions Team

Young person unhappy with the potential change of placement and wishes the decision which has been made to be looked at in terms of him being able to remain in his current placement where he has made significant progress in his behaviour and attitude. **Learning:** To ensure that we are happy with the level of care there will be 6 weekly care planning meetings in which the support the placement offers and their ability to keep young person safe will be monitored and reviewed. Young person will also be invited to attend these meetings.

Early Help Services

This complaint related to a delay in the Education, Health and Care needs assessment being undertaken and documentation provided, and the subsequent provision of aids to assist at school. Due to various factors exceptions had to be placed on the statutory timescales to complete the assessment.

Learning: Where there are exceptions to comply with statutory processes, it is imperative to notify the family and explain the reasons why. Protocols have now been put in place between statutory services regarding the provision of radio aids.

Children and Young People - LAC Team 3

Two sisters wish to keep their current social worker when they are transferred to another team.

Learning: A better transition/handover of case needs to be implemented providing the young people with reassurance and support with a consistent social worker.

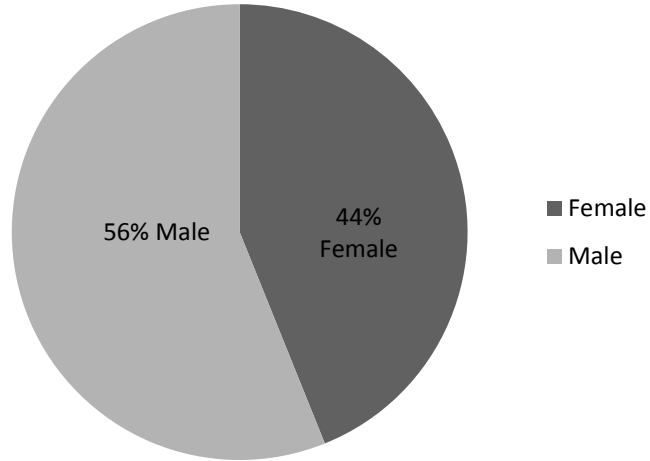
Children and Young People - Social Work Unit

Complaint surrounds the decision to change young person's placement to return home and the young person's wishes for the placement change to be 'frozen' until complaint responded to.

Learning: Communication is the key to a positive working relationship with everyone, and regular consultation with the young person would also have been beneficial in this matter. To ensure that all relevant work is completed with all parties is essential in order to better understand perspectives of the situation as well as assisting, supporting and enabling the plan to be successful and being able to achieve the desired outcome of a successful rehabilitation home for young person.

Appendix 4

Equalities data for stage 1 complaints – July 2015 – September 2015



Service Group	Female	Male
Governance	2	7
Finance	6	6
City Assets	6	6
City Environment	11	23
Customer Services	1	1
Older People	5	1
Corporate	2	0
City Economy	2	2
Transformation	1	0
Total	36	46

Appendix 5

Complaint Ward Data Quarter 2 – July - September 2015

Key
G=Gender
E=Ethnicity
D=Disability
A=Age

Ward	Number of complaints received	Complaint upheld	Equalities Data	Nature of complaint
Bilston East	2	Yes	G=Male E= D= A=	Complaint regarding incorrect information on the open register
		No	G=Male E= D= A=	Complaint regarding tree cutting
Bilston North	1	No	G=Female E= D= A=	Complaint regarding refuse officer conduct
Blakenhall	5	No	G=Female E= D= A=	Complaint regarding disposal of community assembly hall
		No	G=Female E= D= A=	Complaint regarding lost property at library
		No	G=Female E= D= A=	Complaint regarding tree overhanging garden
		No	G=Female E= D= A=	Complaint regarding court summons
		No	G=Male E=British D= A=45-PA	Complaint regarding tree blocking light not being cut back

Bushbury North	5	No	G=Female E=White/British D= A=	Complaint regarding lack of action to request
		No	G=Female E=White/British D=Yes A=25-44	Complaint regarding officer conduct
		No	G=Male E= D= A=	Complaint regarding Cemetery grass cutting and maintenance
		No	G=Male E= D= A=	Complaint regarding fair
		No	G=Male E= D= A=	Complaint regarding traffic signs & closure of disabled bays in Wolverhampton
Bushbury South and Low Hill	3	No	G=Female E= D= A=	Complaint regarding maladministration
		No	G=Female E= D= A=	Complaint regarding tree inspection
		No	G=Male E= D= A=	Complaint regarding incorrect advice provided by officers to tenant
East Park	3	No	G=Female E= D= A=	Complaint regarding conduct of council tax officer
		No	G=Female E= D= A=	Compliant regarding benefits and tax
		No	G=Male E= D= A=	Complaint regarding rent letter and call times

Ettingshall	9	No	G=Female E= D= A=	Complaint regarding leisure centre reception staff
		No	G=Female E= D= A=	Complaint regarding cancellation of leisure membership
		No	G=Female E= D= A=	Complaint regarding customer service
		No	G=Female E= D= A=	Complaint regarding homeless application
		No	G=Female E= D= A=	Complaint regarding non receipt of housing benefit
		No	G=Male E= D= A=	Complaint regarding refuse site
		No	G=Male E= D= A=	Complaint regarding flag stone in market
		No	G=Male E= D= A=	Complaint regarding recycling bin not being emptied and officer conduct
		No	G=Male E=British D= A=16-24	Complaint regarding refuse collection
Fallings Park	2	No	G=Female E= D= A=	Complaint regarding recycling
		No	G=Male E= D= A=	Complaint regarding lack of support with parking issues

Graiseley	2	No	G=Female E=Asian/Indian D=No A=25-44	Complaint regarding council tax demand
		No	G=Male E= D= A=	Complaint regarding lack of warden control on Park
Heath Town	4	No	G=Female E=British D=No A=45-PA	Complaint regarding food waste collection
		Yes	G=Male E= D= A=	Complaint regarding failure to empty green bin
		No	G=Male E=Asian/Indian D=Yes A=	Complaint regarding electoral officer
		No	G=Male E=British D=No A=16-24	Complaint regarding registration of marriage
Merry Hill	2	No	G=Female E=British D=Yes A=PA-74	Complaint regarding facilities at leisure centre
		No	G=Male E= D= A=	Complaint regarding inflatable world at park
Oxley	4	No	G=Female E= D= A=	Complaint regarding open register
		No	G=Male E=British D=No A=45-PA	Complaint regarding election letters
		No	G=Male E= D= A=	Complaint regarding no response to service request

		No	G=Male E= D= A=	Complaint regarding parking enforcement
Park	4	No	G=Female E= D= A=	Complaint regarding school transport decision
		No	G=Male E= D= A=	Complaint regarding lack of service
		No	G=Male E= D= A=	Complaint regarding leisure staff customer services
		Yes	G=Male E=Asian/Indian D=No A=45-PA	Complaint regarding refuse collection/bin contamination
Penn	1	Yes	G=Female E=White/British D=No A=45-PA	Complaint regarding inconsistent responses during project
Spring Vale	1	No	G=Female E= D= A=	Complaint regarding tree roots
St Peter's	4	No	G=Female E= D= A=	Complaint regarding officer conduct in library
		No	G=Male E= D= A=	Complaint regarding bus lane
		No	G=Male E=Asian/Indian D=no A=25-44	Complaint regarding council tax information
		No	G=Male E= D= A=	Complaint regarding FOI department
Tettenhall Regis	2	No	G=Male E=	Complaint regarding library services

			D= A=	
		No	G=Male E= D= A=	Complaint regarding refuse collection
Tettenhall Wightwick	3	No	G=Female E= D= A=	Complaint regarding library procedure
		No	G=Male E= D= A=	Complaint regarding leisure centre swimming lessons
		No	G=Male E= D= A=	Complaint regarding grass cutting
Wednesfield North	6	No	G=Female E= D= A=	Complaint regarding library staff
		No	G=Female E= D= A=	Complaint regarding new bin request
		No	G=Male E= D= A=	Complaint regarding customer service re: refuse
		No	G=Male E=British D=Yes A=	Complaint regarding travellers
		No	G=Male E= D= A=	Complaint regarding tree being overgrown unsafe and blocking light
		Yes	G=Female E= D= A=PA-74	Complaint regarding refuse officer conduct
Wednesfield South	1	No	G=Female E= D= A=	Complaint regarding lack of response from council tax

Email Complaint	9	No	G=Female E= D= A=	Complaint regarding inflatable world at park
		No	G=Female E= D= A=	Complaint regarding library staff
		No	G=Female E= D= A=	Complaint regarding officer conduct during house inspection
		No	G=Female E= D= A=	Complaint regarding Wolverhampton Show
		No	G=Male E= D= A=	Complaint regarding leisure centre reception staff
		No	G=Male E= D= A=	Complaint regarding council tax service
		No	G=Male E= D= A=	Complaint regarding councils policy on leisure membership
		No	G=Male E= D= A=	Complaint regarding staff member
		No	G=Male E= D= A=	Complaint regarding tree causing damage
Outside area	9	No	G=Female E= D= A=	Complaint regarding quality of service and unpaid fees
		Yes	G=Female E=White/British D=No A=45-PA	Complaint regarding Registrars reception

		No	G=Male E= D= A=	Complaint regarding cemetery
		No	G=Male E= D= A=	Complaint regarding council tax court summons
		No	G=Male E= D= A=	Complaint regarding lack of action from transportation
		No	G=Male E= D= A=	Complaint regarding lack of response from council tax
		No	G=Male E= D= A=	Complaint regarding outstanding council tax due to probate
		No	G=Male E= D= A=	Complaint regarding selective housing licence
		Yes	G=Male E= D= A=	Complaint regarding leisure centre membership policy
Total	82	7		

Appendix 6: Quarter 2 (July - September 2015)

Complaints received



Complaints where the Council is at fault (*upheld*)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints where the Council is not at fault



Response timescales



0%
Not responded to within timescales

Average complaint response time



Stage 1 complaints comparison for quarter 2



Complaints received down by

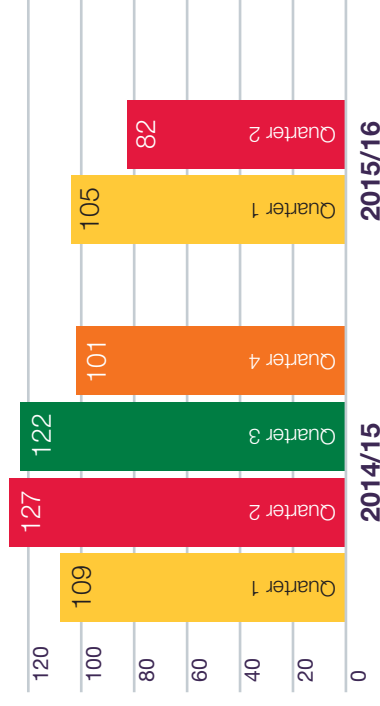


due to service groups being more pro-active in resolving complaints at service level.

Appendix 6: Quarter 2 (July - September 2015)

Stage 1 complaints comparison

Breakdown by quarter



Stage 1 complaints

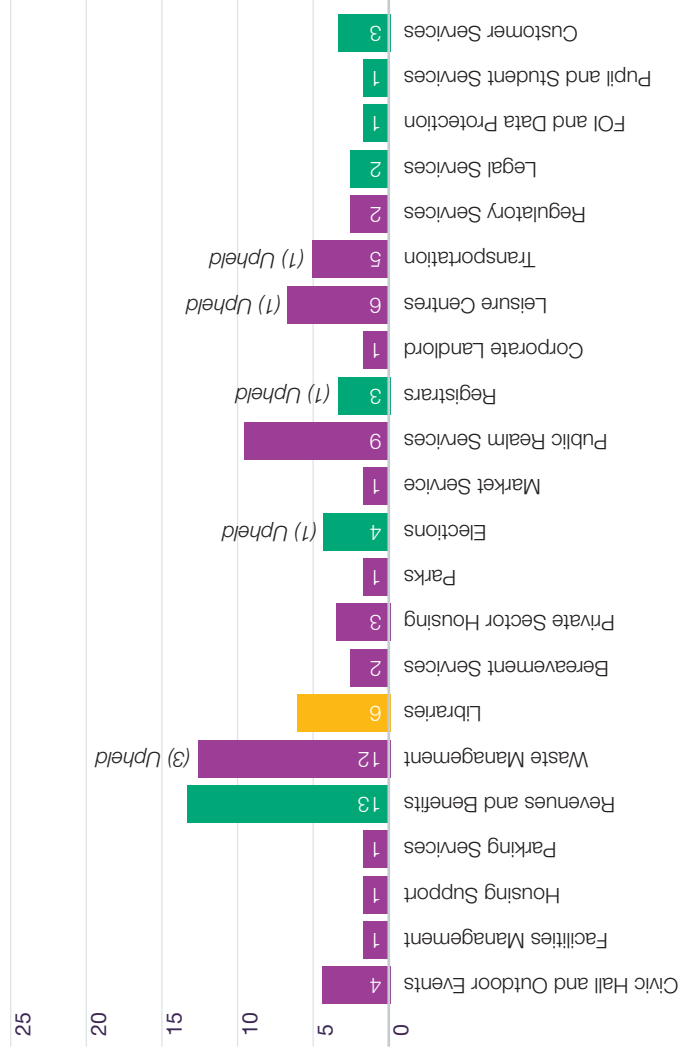
Breakdown by directorate



Stage 1 complaints received

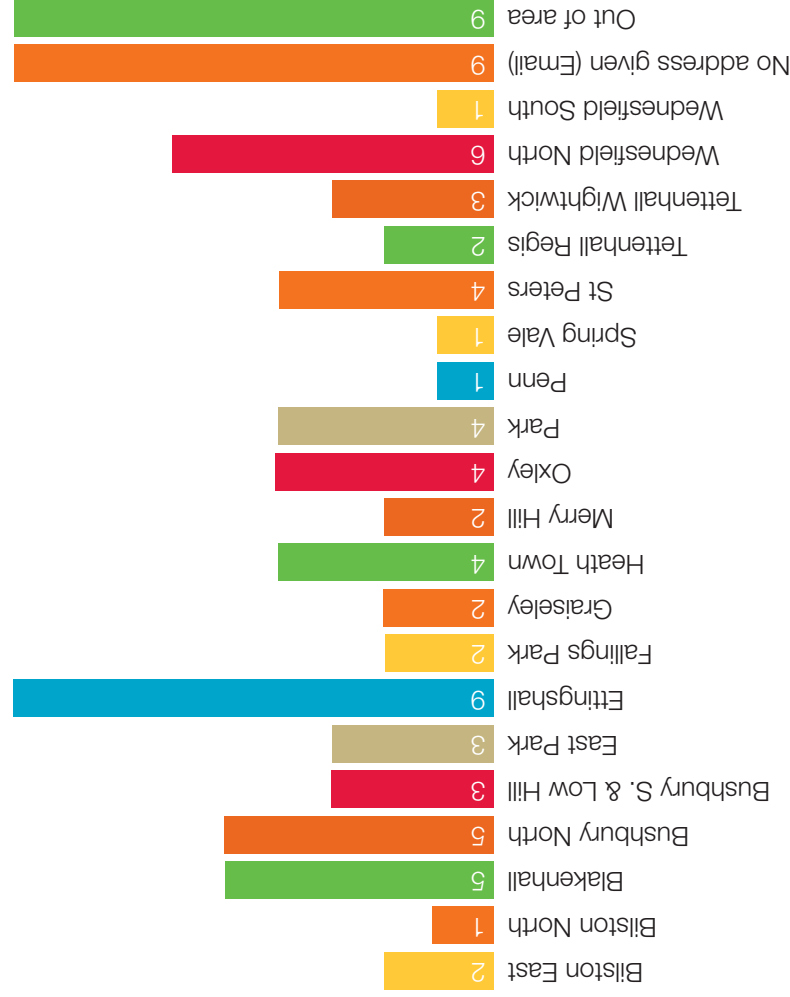
Breakdown by service area

Complaints were not upheld unless otherwise indicated.

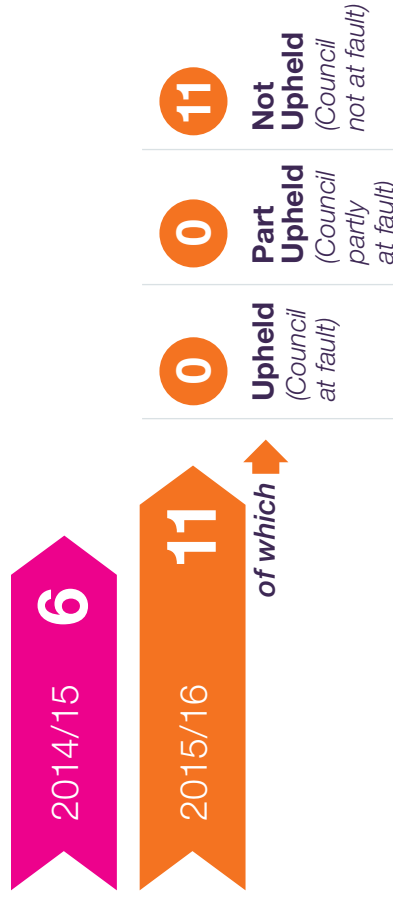


Appendix 7: Quarter 2 (July - September 2015)

Complaints received by ward



Stage 2 complaints comparison for quarter 2



LGO enquiries for quarter 2

