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### SECTION 1:

## Children's, Education, Adults, Public Health Services Complaints Activity 1 April 2022 to 30 September 2022

### 1.0 Children's and Education Services – Complaint Activity

#### 1.1 Informal Complaints

The complaint regulations provide an opportunity for young people/children, parents, advocates and carers to raise issues of concern without those matters being treated as formal complaints, as long as they are effectively addressed and resolved in a timely manner. These are referred to as informal complaints.

**Quarter one** - 17 informal complaints were received during 1 April 2022 to 30 June 2022 compared to 20 informal complaints received during 1 April 2021 to 30 June 2021; a decrease of three cases. Out of the 17 informal complaints, no enquiries were received via an advocacy service.

**Quarter two** – 17 informal complaints were received during 1 July 2022 to 30 September 2022 compared to 25 informal complaints received during 1 July 2021 to 30 September 2021; a decrease of eight cases. Out of the 17 informal complaints, no enquiries were received via an advocacy service.

#### 1.2 Stage One Complaints

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received 15 stage one Children's and Education Services complaints compared to 13 during 1 April 2021 to 30 June 2021, an increase of two cases received. The 15 complaints received during this period refer to nine separate service areas. The highest figure of four cases referred to the SEND Team. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. The following customer groups submitted complaints to the council; 11 parents, two advocates, one relative and one foster carer. Out of the 15 complaints logged and investigated 12 were submitted via email and three were submitted via an online form. Two stage one complaints were received via an advocacy service. Out of the 15 complaints logged and investigated during this period, three cases were upheld (at fault), five cases were partially upheld (partially at fault) and seven cases not upheld (not at fault). The three cases upheld were for the following service areas; CYPiC Team (1), Strengthening Families (1) and SEND Team (1).

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received nine stage one Children's and Education Services complaints compared to 11 during 1 July 2021 to 30 September 2021, a decrease of two cases received. The nine complaints received during this period refer to five separate service areas. The highest figure of four cases referred to the Disability and Young People in Care Team (D&YPiC Team). In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. The following customer groups submitted complaints to the council; parents (9). Out of the nine complaints logged and investigated five were submitted via email, three were submitted via an online form and one via letter correspondence. No stage one complaints were received via an advocacy service. Out of the nine complaints logged and investigated during this period, one case was upheld

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(at fault), six cases were partially upheld (partially at fault) and two cases not upheld (not at fault). The one case upheld was for the following service area; CYPiC Team (1).

### 1.3 Timescales

**Quarter one** - Out of the 15 complaints logged and investigated during this period, four complaints were dealt with in accordance with the Children's Act with a response timescale of 10 working days; the average timescale for statutory complaint responses was 14 days. 11 complaints were dealt with in accordance with the corporate complaints policy (Non-Children's Act) with a response timescale of 21 calendar days; the average timescale for corporate complaint responses was 26 days.

**Quarter two** - Out of the nine complaints logged and investigated during this period, three complaints were dealt with in accordance with the Children's Act with a response timescale of 10 working days; the average timescale for statutory complaint responses was 21 days. Six complaints were dealt with in accordance with the corporate complaints policy (Non-Children's Act) with a response timescale of 21 calendar days; the average timescale for corporate complaint responses was 20 days.

The customer feedback team regularly reviews response times with Children's Services to improve timescales and complainants are regularly updated on the progress of their complaint, whilst providing realistic timescales.

### 1.4 Stage Two Complaints

**Quarter one** - During this period 1 April 2022 to 30 June 2022 the council received two stage two complaint cases. One statutory stage two complaint in accordance with our statutory children's procedure; this is in comparison to no complaint cases received during 1 April 2021 to 30 June 2021. The council received one corporate stage two complaint in accordance with our corporate complaints policy; this is in comparison to one case received during 1 April 2021 to 30 June 2021.

Stage two complaints are as follows:

- CYPiC Team received one statutory stage two complaint in relation to delays with processing request for an extra bedroom at a foster carers and special guardianship; outcome partially upheld as follows: upheld in relation to delays incurred for processing request for an extra bedroom and not upheld in relation to special guardianship; appropriate remedies and learning have been carried out
- SEND team received one corporate stage two complaint in relation to EHCP/information, support received from social care and lack of multi-agency working; outcome partially upheld; appropriate remedies and learning have been carried out

**Quarter two** - During this period 1 July 2022 to 30 September 2022 the council received one stage two complaint case. One statutory stage two complaint in accordance with our statutory children's procedure; this is in comparison to no statutory complaint cases received during 1 July 2021 to 30 September 2021. The council received no corporate stage two complaint in accordance with our corporate complaints policy; this is in comparison to five cases received during 1 July 2021 to 30 September 2021.

Stage two statutory complaint is as follows:

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- CYPiC Team received one statutory stage two complaint in relation to the service not acting in children's best interests; outcome five elements of complaint, one upheld, two partially upheld and two not upheld; appropriate remedies and learning have been carried out

### 1.5 Stage Three Complaints

Where a statutory children's stage two complaint investigation has been carried out and the complainant remains dissatisfied, they have the right to request matters proceed to the final stage of the statutory complaints procedure; a stage three Independent Complaint Review Panel. During 1 April 2022 to 30 June 2022 and 1 July 2022 to 30 September 2022 no complaints escalated to a stage three panel during this period; this is in comparison to no stage three cases during 1 April 2021 to 30 June 2021 and 1 July 2021 and 30 September 2021.

### 1.6 Complaint Category

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboards.

### 1.7 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process.

**Quarter one** - During 1 April 2022 to 30 June 2022, 35 compliments were received for Children's Services, compared to nine received during 1 April 2021 to 30 June 2021. Early intervention received eight, Fostering Team received five followed by CYPiC receiving four. See Appendix 4 for compliments.

**Quarter two** - During 1 July 2022 to 30 September 2022, 19 compliments were received for Children's Services, compared to 48 received during 1 July 2021 to 30 September 2021. C&YPiC received five, Court Team received three followed by Safeguarding and Exploitation received three.

## 2.0 Public Health – Complaint Activity

2.1 Regionally and nationally councils receive very few complaints in relation to Public Health Services. A typical complaint would be where a council has commissioned a service for local people through a Clinic or GP practice. Complaints in relation to GP's and Hospitals are dealt with through a separate complaint process managed by Health Services.

### Informal complaints

**Quarter one and two** - two informal complaints were received during 1 April 2022 to 30 June 2022 and one informal complaint was received for 1 July 2022 to 30 September 2022.

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### Stage one complaints

**Quarter one** – In relation to Public Health complaints, there has been one complaint received during 1 April 2022 to 30 June 2022; outcome partially upheld; appropriate remedies and learning have been carried out. This is in comparison to no complaints received during 1 April 2021 to 30 June 2021.

**Quarter two** – In relation to Public Health complaints, there has been no complaints received during 1 July 2022 to 30 September 2022; this is in comparison to no complaints received during 1 July 2021 to 30 September 2021.

### 3.0 Adult Services – Complaint Activity

#### 3.1 Informal Complaints

The complaint regulations provide an opportunity for adult complaints to be resolved informally utilising a number of resolution methods as long as they are effectively addressed and resolved in a timely manner.

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received 16 informal complaints which were resolved at service level without going through the formal route. This was compared to 13 informal complaints received during 1 April 2021 to 30 June 2021, an increase of three cases.

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received 17 informal complaints which were resolved at service level without going through the formal route. This was compared to 17 informal complaints received during 1 July 2021 to 30 September 2021, which is consistent for the number of cases received.

#### 3.2 Stage One Complaints

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received seven formal complaints compared to six during 1 April 2021 to 30 June 2021, representing an increase of one case during this period. The seven complaints received covered six separate service areas. Six complaints were received via email and one complaint via an online form. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. During this period, four complaints received were in relation to commissioned services – see Appendix 1. Out of the seven cases logged and investigated during this period, five cases were upheld, no cases partially upheld and two cases not upheld. The five cases upheld were for the following service areas; Commissioned Service (4) and Adults and Communities (1).

Out of the seven complaints cases received, six cases were investigated under our statutory procedure and one case was investigated under our corporate complaints policy.

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received four formal complaints compared to 11 during 1 July 2021 to 30 September 2021, representing a decrease of seven cases during this period. The four complaints received covered three separate service areas. Three complaints were received via email and one complaint via letter correspondence. In some cases, this has followed extensive but unsuccessful attempts to resolve some of those complaints informally. During this period, no

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complaints received were in relation to commissioned services – see Appendix 1. Out of the four cases logged and investigated during this period, no cases were upheld, three cases partially upheld and one case not upheld.

Out of the four complaints cases received, three cases were investigated under our statutory procedure and one case was investigated under our corporate complaints policy.

### 3.3 Complaint Category

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboards.

### 3.4 Timescales

**Quarter one** - Out of the seven complaints logged and investigated during this period, six cases were dealt with in accordance with the Statutory Adults procedure with a response timescale of 10 working days; the average response time was 17 days. One case was investigated under our corporate complaints policy with a response timescale of 21 calendar days; the average response time was 54 days. Cases responded to outside of the organisational timescales are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.

**Quarter two** – Out of the four complaints logged and investigated during this period, three cases were dealt with in accordance with the Statutory Adults procedure with a response timescale of 10 working days; the average response time was 26 days. One case was investigated under our corporate complaints policy with a response timescale of 21 calendar days; the average response time was 82 days. Cases responded to outside of the organisational timescales are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.

### 3.5 Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process.

**Quarter one** - 120 compliments were received during 1 April 2022 to 30 June 2022 relating to Adult Services compared to 100 during 1 April 2021 to 30 June 2021. 93 compliments were received for Wolverhampton and Shropshire Macmillan WRS, Welfare Rights receiving seven compliments followed by Health and Social Work Team received five. See Appendix 4 for compliments.

**Quarter two** – 133 compliments were received during 1 July 2022 to 30 September 2022 relating to Adult Services compared to 105 during 1 July 2021 to 30 September 2021. 112 compliments were received for Welfare Rights, West Locality received five and Bradley Reablement, East and North Locality Team received three each. See Appendix 4 for compliments.

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### **3.6 Areas of Learning from Complaints**

See Appendix 4 for stage 1 learning.

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### SECTION 2: Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman Complaints Activity 1 April 2022 to 30 September 2022

#### 4.0 Corporate Complaints Activity, Local Government and Social Care Ombudsman and Housing Ombudsman

##### 4.1 Informal complaint enquiries/service requests

The customer feedback team works alongside the service involved and the customer complaining to resolve the complaint informally, preventing it becoming a formal complaint.

**Quarter one** - 443 informal complaints and service request enquiries were logged with the customer feedback team in line with our corporate complaints policy during 1 April 2022 to 30 June 2022, compared to 249 received during 1 April 2021 to 30 June 2021.

**Quarter two** - 392 informal complaints and service request enquiries were logged with the customer feedback team in line with our corporate complaints policy during 1 July 2022 to 30 September 2022, compared to 262 received during 1 July 2021 to 30 September 2021.

These types of enquiries are varied, for example, missed bin collection, contaminated bins, appeals, parking enquiries, litter or enquiries that fall outside of the corporate complaints policy jurisdiction. All enquiries were logged and resolved informally or sign posted to the correct process without going through the corporate complaints policy; this provides a swift outcome and resolution for the customer by resolving concerns at service level.

##### 4.2 Corporate stage 1 complaints

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received 29 stage one corporate complaints compared to 29 received during 1 April 2021 to 30 June 2021; a consistent number of complaints received. Out of the 29 cases logged and investigated, five cases were upheld (at fault), four partially upheld (partly at fault) and 20 not upheld (not at fault). The five cases upheld were for the following service areas; Waste Management (2); Street Lighting (1); Revenues and Benefits (1); Registrars (1). The 29 complaints cover 11 separate service areas, the highest figure of nine complaints refer to Waste Management Team, followed by Arboricultural Team receiving six cases and Environmental Protection receiving five cases. Out of the 29 stage one complaints received, 20 cases were submitted via email, five cases via webform, three cases via letter correspondence and one case via telephone.

**Quarter two** – During 1 July 2022 to 30 September 2022 the council received 24 stage one corporate complaints compared to 32 received during 1 July 2021 to 30 September 2021; a decrease of 8 complaints received. Out of the 24 cases logged and investigated, five cases were upheld (at fault), five partially upheld (partly at fault) and 14 not upheld (not at fault). The five cases upheld were for the following service areas; Revenues and Benefits (5).

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The 24 complaints cover eight separate service areas, the highest figure of eight complaints refer to Revenue and Benefits, jointly followed by Licensing and Arboricultural Teams both receiving four. Out of the 24 stage one complaints received, 20 cases were received via email, three cases via telephone and one case via webform.

### 4.3 Corporate Complaint Category

These are the headings under which we register the complaint against, based on the complaint details received – see attached Dashboards.

### 4.4 Corporate Timescales

**Quarter one** - The average response time for responding to each complaint is 20 days for this period; this is in comparison to 18 days for 1 April 2021 to 30 June 2021. The response timescale for stage 1 complaints responding within 21 calendar days (corporate complaints policy) is 90%. Out of the 29 cases logged and investigated during this period, 26 cases were responded to within 21 calendar days and three cases responded to outside of this timescale. The target of 95% response time has therefore not been achieved; the Customer Feedback Team will continue to monitor this response time and work with service groups to improve this timescale.

**Quarter two** - The average response time for responding to each complaint is 16 days for this period; this is in comparison to 15 days for 1 July 2021 to 30 September 2021. The response timescale for stage 1 complaints responding within 21 calendar days (corporate complaints policy) is 87.5%. Out of the 24 cases logged and investigated during this period, 21 cases were responded to within 21 calendar days and three cases responded to outside of this timescale. The target of 95% response time has therefore not been achieved; the Customer Feedback Team will continue to monitor this response time and work with service groups to improve this timescale.

Cases responded to outside of the timescale are due to various reasons for example, complex cases, availability of resources. In these circumstances, complainants are regularly updated on the progress of their complaint.

### 4.5 Stage 2 corporate complaints

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received three stage two corporate complaints compared to five cases for 1 April 2021 to 30 June 2021, an increase of two cases in comparison to the previous year. Out of the three cases received, no cases were upheld (at fault) and one case was partially upheld (partially at fault) and two cases not upheld (not at fault).

Stage two complaints received are as follows:

City Housing and Environment received three cases as follows:

- Arboricultural Team received one case in relation to tree pruning not carried out, overhanging branches and loss of light; outcome not upheld
- Waste Management received one case in relation to disabled access and service at HWRC and disability rights; outcome not upheld

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- Waste Management, Highways and Environmental Services received one joint complaint in relation to service received and actions carried out; outcome partially upheld; appropriate recommendations and remedies have been carried out

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received three stage two corporate complaints compared to five cases for 1 July 2021 to 30 September 2021, a decrease of two cases. Out of the three cases received, one case was not upheld and two cases partially upheld.

Stage two complaints received are as follows:

City Housing and Environment received three cases as follows:

- Environmental Health received one case in relation to conduct of compliance officer; outcome partially upheld; appropriate recommendations and remedies have been carried out
- Environmental Health received one case in relation to officer conduct and conflict of interest during a site visit; outcome partially upheld; appropriate recommendations and remedies have been carried out
- Arboricultural Team received one case in relation to overgrown trees affecting neighbours properties and wellbeing; outcome not upheld

### 4.6 Corporate Compliments

All compliments are recorded by the Customer Feedback Team and reported as part of the team's monitoring process.

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received 28 compliments; this is in comparison to 56 received during 1 April 2021 to 30 June 2021. Planning Department received 17, Waste Management received three followed by Banking and Payments receiving two. See Appendix 4 for compliments.

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received 34 compliments; this is in comparison to 57 received during 1 July 2021 to 30 September 2021. Planning received 11, Customer Services received six followed by Waste Management receiving five. See Appendix 4 for compliments.

### 4.7 Area of Learning for Corporate Complaints

See Appendix 4 for stage one learning.

## 5.0 Local Government and Social Care Ombudsman/Housing Ombudsman

### 5.1 Local Government and Social Care Ombudsman Enquiries (LGSCO)

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received three Local Government and Social Care Ombudsman (LGSCO) enquiries as follows:

Adult Services received two complaints as follows:

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- Adult Services and Health Partnership and Commissioned Services received one complaint in relation to respite care received by care home; outcome not upheld, no maladministration
- Adult Services Mental Health Team received one complaint in relation to service and support received in supporting living accommodation and interruptions to schedule causing stress and anxiety; outcome upheld, fault and injustice; appropriate recommendations and remedy have been carried out

Finance received one complaint as follows:

- Revenues and Benefits received one complaint in relation to tenants' applications for housing benefit; outcome upheld, fault and injustice; appropriate recommendations and remedy have been carried out

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received three Local Government and Social Care Ombudsman (LGSCO) enquiries as follows:

City Housing and Environment received one complaint as follows:

- Licensing received one complaint in relation to council's delays in dealing with private hire vehicle driver's licence; outcome upheld: no further action, LGSCO has confirmed that the council has already remedied

Children's Services received one complaint as follows:

- SEND and Children in Need Services received one complaint in relation to failure to issue an amended Education Health and Care plan within the required time limit; failure to complete a social care reassessment and refusal to arrange or attend the latest annual review meeting; outcome, upheld, fault and injustice; appropriate recommendations and remedy have been carried out

Adult Services received one complaint as follows:

- Safeguarding/MASH Team received one complaint in relation to safeguarding enquiry at care home/care provider; outcome awaiting draft report decision from the Ombudsman

### 5.2 Housing Ombudsman (HO) Enquiries

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received three enquiries from the Housing Ombudsman for Wolverhampton Homes as follows:

- One enquiry received in relation to the landlord's handling of the resident's concerns relating to an invoice for work undertaken; outcome awaiting draft decision
- One enquiry received in relation to the landlord's handling of reports of a leaking sewage pipe and handling of follow-on works; outcome, service failure by the landlord in the way it handled the resident's reports of a leaking sewage pipe; outcome appropriate recommendations and remedy have been carried out
- One enquiry in relation to the landlord's handling of the removal of rubble in the garden and response to reports of pests in the garden; outcome maladministration in relation to the response to the resident's report of rubble in the garden, rodent

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infestation and complaint handling; no maladministration in relation to concerns about the landlord's officers attending unannounced and request for a property transfer; appropriate recommendations and remedy have been carried out

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received seven Housing Ombudsman (HO) enquiries for Wolverhampton Homes as follows:

- One enquiry in relation to the landlord's handling of adaptations to the resident's home and handling of the resident's reports of delays and lack of communication; outcome awaiting HO final report
- One enquiry in relation to the landlord's handling of repairs to the internal door; response to the conduct of a staff operative; response to a gas safety check; handling of reports about not having window keys, along with concerns about safety; handling of reports of a leak affecting the property; landlord's level and method of communication and landlord's handling of reports of anti-social behaviour; outcome awaiting HO final report
- One enquiry in relation to the landlord's handling of repairs to the resident's bathroom and the resident's request for rehousing; outcome service failure and maladministration; appropriate recommendations and remedy have been carried out
- One enquiry in relation to the landlord's handling of works to disconnect communal facilities from the electricity supply and handling of repairs needed in the property, including works to address damp, mould, water ingress, and structural issues; outcome awaiting HO final report
- One enquiry in relation to the landlord's handling of drainage issues at the property; outcome maladministration; appropriate recommendations and remedy have been carried out
- One enquiry in relation to the landlord's handling of the resident's reports concerning damp and mould and the response to the resident's request for a permanent decant; outcome awaiting HO report
- One enquiry in relation to the resident's concerns related to the ownership of the footway crossing and dropped kerb at their property; their concerns relating to neighbours using the dropped kerb they paid for and their request to be refunded for the installation of rear fencing at their property; outcome awaiting HO report

### 5.3 Local Government and Social Care Ombudsman (LGSCO) assessment enquiries

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received seven Local Government and Social Care Ombudsman assessment enquiries as follows:

Children's Services received three enquiries as follows;

- Children and Young People in Care received one case in relation to actions of social workers; outcome, closed after initial enquiries, out of jurisdiction
- Adoption@heart received one case in relation to handling of adoption application; outcome, closed after initial enquiries, no further action
- SEND and Children and Young People in Care Team received one case in relation to failure to issue an amended EHCP within timeframe, failure to complete a social care assessment within timeframe and refusal to arrange/attend an annual review; outcome passed to investigation team for further consideration

City Housing and Environment received one enquiry as follows:

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- Waste Management received one enquiry in relation to access and location of refuse bin, harassment by officers and damage to garden wall; outcome closed after initial enquiries, no further action

Regeneration received one enquiry as follows:

- Planning received one enquiry in relation to failure to take enforcement action at site development; outcome closed after initial enquiries, no further action

Finance received one enquiry as follows:

- Revenues and Benefits received one enquiry in relation to tenants' applications for housing benefit; outcome passed to investigation team for further consideration

One enquiry received was in relation to a personnel matter; outcome the LGSCO will not investigate this case

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received eight Local Government and Social Care Ombudsman (LGSCO) assessment enquiries as follows:

Children Services received four enquiries as follows:

- Children and Young People in Care team received one enquiry in relation to foster carer retainer; outcome closed after initial enquiries - out of jurisdiction
- Strengthening Families received one enquiry in relation to alleged failure to action court orders; outcome closed after initial enquiries, out of jurisdiction
- Strengthening Families received one enquiry in relation to actions of the social worker and court matters; outcome closed after initial enquiries out of jurisdiction
- Commissioned Service Base 25 received one enquiry in relation to service received from Base 25; outcome awaiting response from the LGSCO

Adult Services received one enquiry as follows:

- Adults Services and Communities received one enquiry in relation to safeguarding issues at care home; outcome closed after initial enquiries, no further action

City Housing and Environment received two enquiries as follows:

- Environmental Protection received one enquiry in relation to noise nuisance; outcome premature complaint
- Parking Services received one enquiry in relation to parking fine and signage; outcome closed after initial enquiries - no further action

City Housing and Environment/Wolverhampton Homes received one enquiry as follows:

- Housing and Wolverhampton Homes received one enquiry in relation to priority and bidding for a housing allocation; outcome passed to investigation team for further consideration

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### 5.4 Housing Ombudsman assessment enquiries

**Quarter one** - During 1 April 2022 to 30 June 2022 the council received five Housing Ombudsman assessment enquiries as follows:

Wolverhampton Homes received five enquiries as follows:

- One enquiry in relation to reports of anti-social behaviour; outcome premature complaint
- One enquiry in relation to the landlord's response to residents reports of ongoing anti-social behaviour; outcome premature complaint
- One enquiry in relation to not receiving a response from the landlord outlining its assessment of a discretionary succession application and why it was declined; outcome premature complaint
- One enquiry in relation to anti-social behaviour, parking on grass verge, outstanding repairs to property, grass cutting and rent arrears; outcome premature complaint
- One enquiry in relation to drainage to the property; outcome instructed to progress to stage two of Wolverhampton Homes' complaints procedure

**Quarter two** - During 1 July 2022 to 30 September 2022 the council received eight Housing Ombudsman (HO) assessment enquiries as follows:

- One enquiry in relation to the landlord's handling of anti-social behaviour, loud music and threats from a neighbour; outcome premature complaint
- One enquiry in relation to damage to carpet by officers; outcome premature complaint
- One enquiry in relation to noise issue in the property; outcome premature complaint
- One enquiry in relation to the landlord's handling of an ongoing issue with damp and mould; outcome premature complaint
- One enquiry in relation to the landlord's handling of reported sewage and toilet leaks; outcome premature complaint
- One enquiry in relation to the resident's request to remove contact restrictions in place; outcome premature complaint
- One enquiry in relation to the landlord scheduling appointments for identified work to be carried out at the property; outcome premature complaint
- One enquiry in relation to landlord's handling of a repair to kitchen units; outcome premature complaint

### 6.0 Learning/Action Plans

Where complaints highlight that things have gone wrong, heads of service, managers and the customer feedback team are required to identify these areas, implement remedies and review processes/procedures where necessary. Customer Feedback Team and Directorates are committed to learning and require the completion of a tracking form/learning log from each complaint investigated at stage one. When a complaint is upheld/partially upheld (council at fault) and the findings of a subsequent investigation is for a financial remedy, change to policy or service delivery at stage 2 and 3 of the complaints process or at Ombudsman stage, the Customer Feedback Team produce an action plan report. Recommendations within these reports are agreed with

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appropriate Heads of Service and shared with the relevant Service Manager/Director to ensure appropriate remedies and changes to policy/service delivery are implemented and compliant with any Ombudsman's recommendations and remedies. The Customer Feedback Team also attend regular quality assurance meetings for Adults and Children's Services and Waste Liaison Meetings to ensure they use the learning from complaints to drive service improvements and implement learning into their practice improvement plans.

See attached Appendix 4, Learning dashboard