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Corporate Complaints Handling

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**SYNOPSIS**

To provide a six monthly update to the Audit and Governance Committee on the Council's complaints monitoring programme

**1. Relevant Background Details**

Corby Borough Council's complaints monitoring process has been established to ensure the quality of service provided to the residents of the borough are of the highest quality. Complaints received throughout the year are collated in a corporate database, from which a complaint analysis report is produced (attached as Appendix 1). Responsibility for the production of this report is with the Assistant Chief Executive, with the intention to be presented to the Audit and Governance committee on a six monthly basis.

**2. Report**

Throughout the reporting period, the Council has received a total of 412 communications regarding our services; of which, 161 communications were classified as complaints (breakdown provided below), opposed to a total of 170 identified during the previous reporting period, equating to a reduction of 9 (5.3%) in the number of complaints received.

- Comment – 9
- Complaint – 161
- Compliment – 45
- First report of fault – 7
- First request for service – 59
- Matter for which there is a right of appeal – 1
- Matter which requires a legal solution – 2
- Request for explanation of policy – 56
- Request for information – 72

Complaints were primarily received for three Service Areas; 58 (36%) were addressed to Neighbourhood Pride, a reduction of 36 complaints from previous period. 50 (31%) were addressed to Planning and Environmental Services, an increase of 19 complaints from previous period, and 29 (18%) were addressed to Culture and Leisure Services, a reduction of 4 complaints from previous period. The remainder of the complaints received were split as follows, 4 (2%) were addressed to CB Property Services, an increase of 2 complaints from previous period, 6 (4%) were addressed to the Chief Executive's department, a increase of 6 complaints from previous period, and 14 (9%) were addressed to Corporate Services, an increase of 4 complaints from previous period.

**3. Options to be considered**

Following an initial read-through of the report, the Committee are asked to make comment on the content of the report and appendices and suggest changes to be considered for the next reporting period.

Whether the Committee would find it beneficial to include a section in the report to identify how many of the complaints received have been upheld in each Service Area.

#### **4. Issues to be taken into account:-**

##### ***Policy Priorities***

Effectively responding to complaints made by residents of the Borough is central to achieving the Customer First priorities outlined in the Corporate Plan 2008/13, as well as underpinning the objectives and work programmes of the Customer First Strategy 2008/13.

##### ***Financial***

Key financial aspects are assessed as part of the corporate approach to complaints.

##### ***Legal***

Key legal aspects are assessed as part of the corporate approach to complaints.

##### ***Performance Information***

Complaints are an indication of areas which may require change. Through the complaints monitoring process, the council can identify areas for continuous improvement.

##### ***Best Value***

As above.

##### ***Human Rights***

Reporting on complaints will help to identify and address key human rights issues.

##### ***Equalities***

Reporting on complaints will help to identify and address key equality issues.

##### ***Sustainability***

There are no sustainability issues to be considered as a part of this report.

##### ***Community Safety***

Reporting on complaints will help to identify and address key community safety issues.

#### **5. Conclusion**

A report will be provided to the Audit and Governance Committee six monthly to enable elected members to monitor the progress being made on complaints monitoring.

#### **6. Recommendation**

The Audit and Governance Committee are recommended to:

- a. Note and make comments on the Complaint Analysis Report included as Appendix 1
- b. Identify whether it would be useful to include a section in the report to identify how many of the complaints received have been upheld in each Service Area.

#### **Background Papers**

None

#### **External Consultations**

None

#### **List of Appendices**

Appendix 1 – Complaint Analysis Report

#### **Officer to Contact**

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# **Corporate Complaints**

*Highlight Report –  
April 2012 to September 2012*

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## CORPORATE COMPLAINTS

Highlight Report

Date: 21 November 2012

### 1. DOCUMENT HISTORY

#### 1.1. Document Owner

The owner of this document is the Policy and Strategy Officer Officer.

#### 1.2. Document Location

This document is only valid on the day it was printed. The electronic version is located with the Assistant Chief Executive's Department.

#### 1.3. Document Status

The current status for this document is draft.

#### 1.4. Revision History

Date of next revision:

Version Number	Revision Date	Previous Revision Date	Summary of Changes	Changes Marked
1		N/A	N/A	N/A

#### 1.5. Distribution

This document has been distributed as follows:

Name	Responsibility	Date of Issue	Version
Jean Addison	Elected Member		1
Phil Bromhall	Elected Member		1
Ann Brown	Elected Member		1
Judy Caine	Elected Member		1
Eyusuf Chaudhury	Elected Member		1
Bob Eyles	Elected Member		1
Willie Latta	Elected Member		1
Peter McEwan	Elected Member		1
Robert McKeller	Elected Member		1
James Noble	Elected Member		1
David Sims	Elected Member		1
Chris Stanbra	Elected Member		1

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### 2. PURPOSE

- 2.1. This Highlight Report is used to provide a summary of the status of the Council's corporate complaints process at biannual intervals. The report is used to monitor progress against identified topics associated with corporate complaints. This report is also used to advise of any potential problems or areas which require remediation.
- 2.2. The quality criteria required for the Highlight Report is defined below:
- The level and frequency of progress reporting required is right for the report
  - The Performance and Partnership Officer provides the report at the frequency, and with the content, required
  - The information is timely, useful, accurate and objective
  - The report highlights any potential problem areas

### 3. DATE

- 3.1. Wednesday, 21 November 2013

### 4. PERIOD

- 4.1. The period covered by this report is April to September 2012.

### 5. STATUS SUMMARY

- 5.1. Throughout the reporting period, the Council has received a total of 412 communications regarding our services; of which, 161 communications were classified as complaints, opposed to a total of 170 identified during the previous reporting period. A summary of these communications, which are categorised<sup>1</sup> in nine different ways, as identified below (the number of each communication received for the reporting period is included alongside the category).
- Comment – 9
  - Complaint – 161
  - Compliment – 45
  - First report of fault – 7
  - First request for service – 59
  - Matter for which there is a right of appeal – 1
  - Matter which requires a legal solution – 2
  - Request for explanation of policy – 56
  - Request for information – 72

### 6. THIS REPORTING PERIOD

- 6.1. From this point forward, the report will focus specifically on complaints, rather than all issues identified through correspondence with the Council.
- 6.2. Of the 161 complaints received by Corby Borough Council during the current period, 4 (2%) were addressed to CB Property Services, 6 (4%) were addressed to the Chief Executive's department, 14 (9%) were addressed to Corporate Services, 29 (18%) were addressed to Culture and Leisure Services, 58 (36%) were addressed to

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<sup>1</sup> These categories are not static and can be expanded and developed as additional classifications are identified.

## CORPORATE COMPLAINTS

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Neighbourhood Pride and 50 (31%) were addressed to Planning and Environmental Services.

### 7. NEXT REPORTING PERIOD

- 7.1. There have been no items identified which require authorisation prior to completion between now and the next meeting at which corporate complaints is scheduled for discussion.
- 7.2. The corporate complaints report for the period October 2012 to March 2013 will be completed in time for submission to the next meeting at which corporate complaints is scheduled for discussion (July 2013) along with any tasks identified during the meeting scheduled to take place on (Wednesday, 21 November 2012).
- 7.3. Where issues are highlighted for investigation or explanation, appropriate action will be taken and reported on during the next meeting at which corporate complaints is scheduled for discussion (July 2013).

### 8. PROJECT AND STAGE TOLERANCE STATUS

- 8.1. Complaints to the Council are typically received in one of the following ways<sup>2</sup> (the number of complaints received for the reporting period is included alongside the category) which is broken down further by Service Area in Chart 1, attached at appendix 1.
  - Chief Executive's Office – 16
  - Comment Card – 15
  - Complaint Form – 21
  - Elected Member – 6
  - E-Mail – 14
  - Freedom of Information – 0
  - Friend or Relative – 1
  - In Person – 2
  - Letter – 27
  - Member Surgeries – 28
  - MP – 9
  - Ombudsman – 3
  - Solicitor – 0
  - Telephone – 15
  - Typetalk – 0
  - Website – 4
- 8.2. The number of correspondence received via the Chief Executive's office has decreased from 35 previously to 26 in the current period, although the number of these which have been classified as complaints is 16, as identified above.
- 8.3. The number of correspondence received via the MP has decreased from 29 previously to 22 in the current period, although the number of these which have been classified as complaints is 9, as identified above.

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<sup>2</sup> These categories are not static and can be expanded and developed as additional classifications are identified.

## CORPORATE COMPLAINTS

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- 8.4.** The number of correspondence received by Corby Borough Council through our electronic form technology, primarily accessed through our website over the current period increased from 9 previously to 13 in the current period, although the number of these which have been classified as complaints is 4, as identified above.
- 8.5.** The number of correspondence received at surgeries held by Elected Members has decreased from 69 previously to 61 in the current period, although the number of these which have been classified as complaints is 28, as identified above.
- 8.6.** Chart 2, attached at appendix 2, details the complaints received for the current period by department and Service Area. Please note that where the dates are given, they are in the format dd/mm/yyyy, however the row relates to the whole month, not only the day shown (usually the first day of the month). Unfortunately, this is a formatting design which cannot be changed, due to current software capabilities.

These complaints are broken down here by primary complaint matters.

Service Area	Month	Primary Complaint Matters	Number	Total
CB Property	May 2012	Car Parking	1	2
CB Property	May 2012	Land Maintenance	1	
CB Property	July 2012	Land Purchase	1	1
CB Property	September 2012	Car Parking	1	1
Chief Executive	April 2012	Corporate Issues	1	2
Chief Executive	April 2012	Misc. / Other	1	
Chief Executive	June 2012	Corporate Issues	1	1
Chief Executive	September 2012	Misc. / Other	3	3
Corporate Services	April 2012	Council Tax	2	3
Corporate Services	April 2012	One Stop Shop	1	
Corporate Services	May 2012	Council Tax	1	3
Corporate Services	May 2012	Revenues & Benefits	2	
Corporate Services	June 2012	Recovery	1	2
Corporate Services	June 2012	Revenues & Benefits	1	
Corporate Services	July 2012	Council Tax	2	5
Corporate Services	July 2012	Recovery	1	
Corporate Services	July 2012	Revenues & Benefits	2	
Corporate Services	August 2012	Council Tax	1	1
Culture and Leisure	April 2012	CEMIP	4	7
Culture and Leisure	April 2012	Lodge Park SC	3	
Culture and Leisure	May 2012	CEMIP	3	4
Culture and Leisure	May 2012	Lodge Park SC	1	
Culture and Leisure	June 2012	CEMIP	1	3
Culture and Leisure	June 2012	Corby Boating Lake	1	
Culture and Leisure	June 2012	Lodge Park SC	1	
Culture and Leisure	July 2012	CEMIP	2	6
Culture and Leisure	July 2012	Corby Boating Lake	1	
Culture and Leisure	July 2012	Lodge Park SC	3	
Culture and Leisure	August 2012	CEMIP	2	5

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<b>Service Area</b>	<b>Month</b>	<b>Primary Complaint Matters</b>	<b>Number</b>	<b>Total</b>
<i>Culture and Leisure</i>	<i>August 2012</i>	<i>East Carlton CP</i>	1	4
<i>Culture and Leisure</i>	<i>August 2012</i>	<i>Lodge Park SC</i>	2	
<i>Culture and Leisure</i>	<i>September 2012</i>	<i>CEMIP</i>	3	
<i>Culture and Leisure</i>	<i>September 2012</i>	<i>East Carlton CP</i>	1	14
Neighbourhood Pride	April 2012	DLO / Repairs	10	
Neighbourhood Pride	April 2012	Housing Options	2	
Neighbourhood Pride	April 2012	Landlord Services	2	7
Neighbourhood Pride	May 2012	DLO / Repairs	4	
Neighbourhood Pride	May 2012	Housing Options	1	
Neighbourhood Pride	May 2012	Landlord Services	2	9
Neighbourhood Pride	June 2012	DLO / Repairs	7	
Neighbourhood Pride	June 2012	Housing Options	2	
Neighbourhood Pride	July 2012	DLO / Repairs	5	10
Neighbourhood Pride	July 2012	Housing Options	2	
Neighbourhood Pride	July 2012	Landlord Services	2	
Neighbourhood Pride	July 2012	N'hood Management	1	9
Neighbourhood Pride	August 2012	DLO / Repairs	7	
Neighbourhood Pride	August 2012	Landlord Services	2	
Neighbourhood Pride	September 2012	DLO / Repairs	8	9
Neighbourhood Pride	September 2012	Landlord Services	1	
<i>Planning &amp; Env Serv</i>	<i>April 2012</i>	<i>EP – HiMO</i>	1	8
<i>Planning &amp; Env Serv</i>	<i>April 2012</i>	<i>EP – Ants</i>	1	
<i>Planning &amp; Env Serv</i>	<i>April 2012</i>	<i>Misc. / Other</i>	2	
<i>Planning &amp; Env Serv</i>	<i>April 2012</i>	<i>SS – Env Cleansing</i>	1	
<i>Planning &amp; Env Serv</i>	<i>April 2012</i>	<i>SS – Tree</i>	1	
<i>Planning &amp; Env Serv</i>	<i>April 2012</i>	<i>SS – Waste / Bins</i>	2	8
<i>Planning &amp; Env Serv</i>	<i>May 2012</i>	<i>Building Control</i>	1	
<i>Planning &amp; Env Serv</i>	<i>May 2012</i>	<i>SS – Env Cleansing</i>	1	
<i>Planning &amp; Env Serv</i>	<i>May 2012</i>	<i>SS – G. Maintenance</i>	2	
<i>Planning &amp; Env Serv</i>	<i>May 2012</i>	<i>SS – Spec Collection</i>	1	
<i>Planning &amp; Env Serv</i>	<i>May 2012</i>	<i>SS – Waste / Bins</i>	3	9
<i>Planning &amp; Env Serv</i>	<i>June 2012</i>	<i>EP – Grants</i>	1	
<i>Planning &amp; Env Serv</i>	<i>June 2012</i>	<i>HP – Misc. / Other</i>	1	
<i>Planning &amp; Env Serv</i>	<i>June 2012</i>	<i>SS – Env Cleansing</i>	1	
<i>Planning &amp; Env Serv</i>	<i>June 2012</i>	<i>SS – G. Maintenance</i>	3	
<i>Planning &amp; Env Serv</i>	<i>June 2012</i>	<i>SS – Tree</i>	1	6
<i>Planning &amp; Env Serv</i>	<i>June 2012</i>	<i>SS – Waste / Bins</i>	2	
<i>Planning &amp; Env Serv</i>	<i>July 2012</i>	<i>EP – HiMO</i>	1	
<i>Planning &amp; Env Serv</i>	<i>July 2012</i>	<i>Misc. / Other</i>	2	
<i>Planning &amp; Env Serv</i>	<i>July 2012</i>	<i>SS – G. Maintenance</i>	1	
<i>Planning &amp; Env Serv</i>	<i>July 2012</i>	<i>SS – Trees</i>	2	4
<i>Planning &amp; Env Serv</i>	<i>August 2012</i>	<i>HP – Business Noise</i>	1	
<i>Planning &amp; Env Serv</i>	<i>August 2012</i>	<i>Misc. / Other</i>	1	
<i>Planning &amp; Env Serv</i>	<i>August 2012</i>	<i>SS – G. Maintenance</i>	1	



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Service Area	Month	Primary Complaint Matters	Number	Total
<i>Planning &amp; Env Serv</i>	<i>August 2012</i>	<i>SS – Waste / Bins</i>	<i>1</i>	15
<i>Planning &amp; Env Serv</i>	<i>September 2012</i>	<i>SS – Env Cleansing</i>	<i>2</i>	
<i>Planning &amp; Env Serv</i>	<i>September 2012</i>	<i>SS – G. Maintenance</i>	<i>7</i>	
<i>Planning &amp; Env Serv</i>	<i>September 2012</i>	<i>Misc. / Other</i>	<i>2</i>	
<i>Planning &amp; Env Serv</i>	<i>September 2012</i>	<i>SS – Trees</i>	<i>2</i>	
<i>Planning &amp; Env Serv</i>	<i>September 2012</i>	<i>SS – Waste / Bins</i>	<i>2</i>	

**8.7.** Chart 3, attached at appendix 3, details the complaints received for the current period, which have been completed on time, detailed by Service Area.

CB Property Services received a total of 4 complaints (2.48% of the total complaints received) in the current period; all of which were completed in time.

The Chief Executive's department received a total of 6 complaints (3.73% of the total complaints received) in the current period; 5 (83.33%) of these were completed in time and 1 (16.67%) was completed out of time

Corporate Services received a total of 14 complaints (8.70% of the total complaints received) in the current period; 13 (92.86%) of these were completed in time and 1 (7.14%) was completed out of time.

Culture and Leisure received a total of 29 complaints (18.01% of the total complaints received) in the current period; 28 (96.55%) of these were completed in time and 1 (3.45%) was completed out of time.

Neighbourhood Pride received a total of 58 complaints (36.02% of the total complaints received) in the current period; 41 (70.69%) of these were completed in time and 17 (29.31%) were completed out of time.

Planning and Environmental Services received a total of 50 complaints (31.06% of the total complaints received) in the current period; 32 (64.00%) of these were completed in time, 17 (34.00%) were completed out of time and 1 (2.00%) is still in time.

**8.8.** Chart 4, attached at appendix 4, details the number of complaints received by month for the current period. The complaint trend has shown a slight reduction throughout this period.

**8.9.** Chart 5, attached at appendix 5, details the trends between 2008 and 2012, detailed by Service Area.

**8.10.** Chart 6, attached at appendix 6, details the total complaints received between 2008 and 2012, by date.

### **9. REQUESTS FOR CHANGE**

**9.1.** No Requests for Change have been identified for consideration.

### **10. KEY ISSUES AND RISKS**

**10.1.** No Key Issues or Risks have been identified for consideration.

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### 11. LESSONS REPORT (IF APPROPRIATE)

11.1. A Lessons Report, which addresses what went well, what went badly and any recommendations for consideration, is not required at this time.

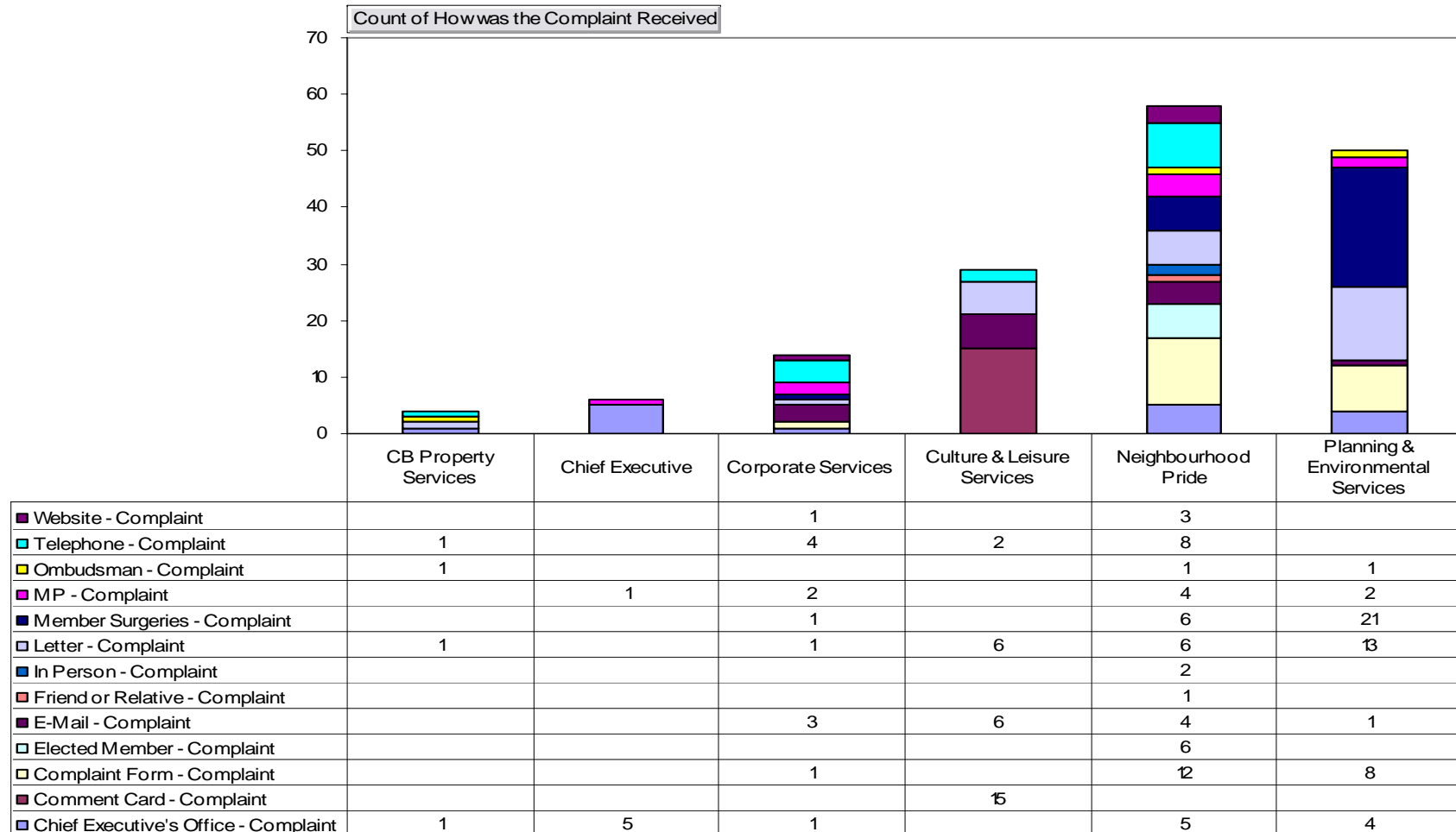
## CORPORATE COMPLAINTS

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### Appendix 1:

**Chart 1 – How Was the Complaint Received (by Service Area)**



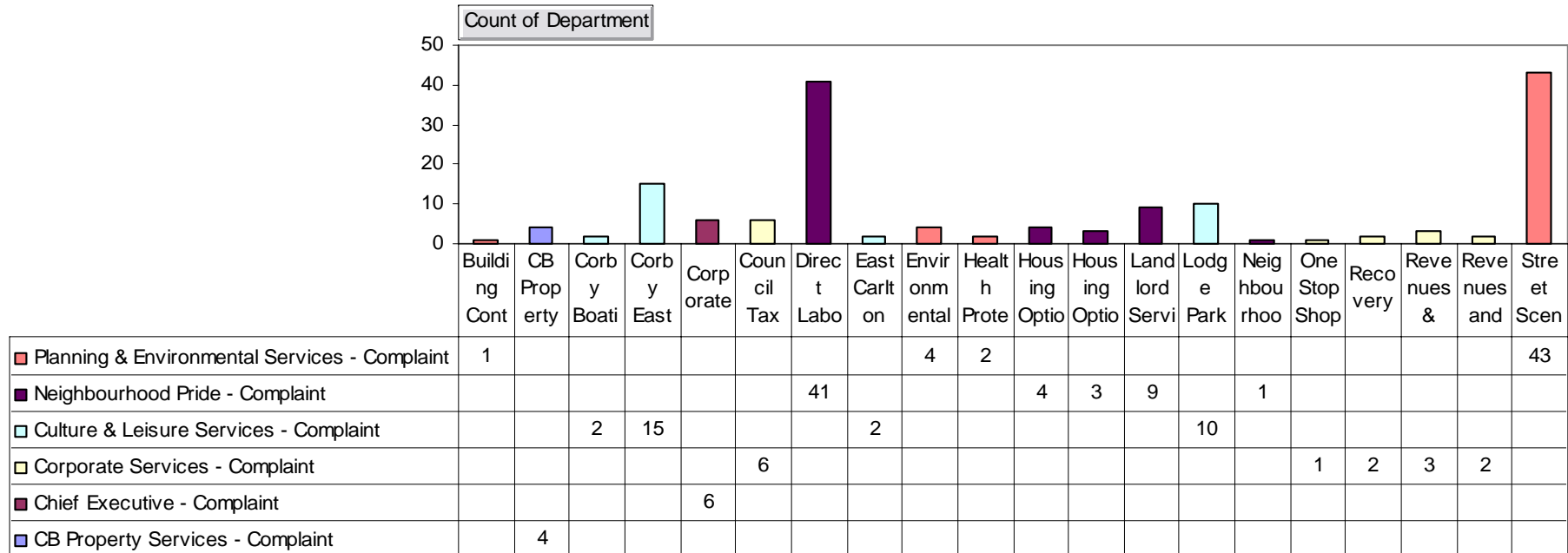
## CORPORATE COMPLAINTS

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### Appendix 2:

**Chart 2 – Number of Complaints Received (by Department and Service Area)**



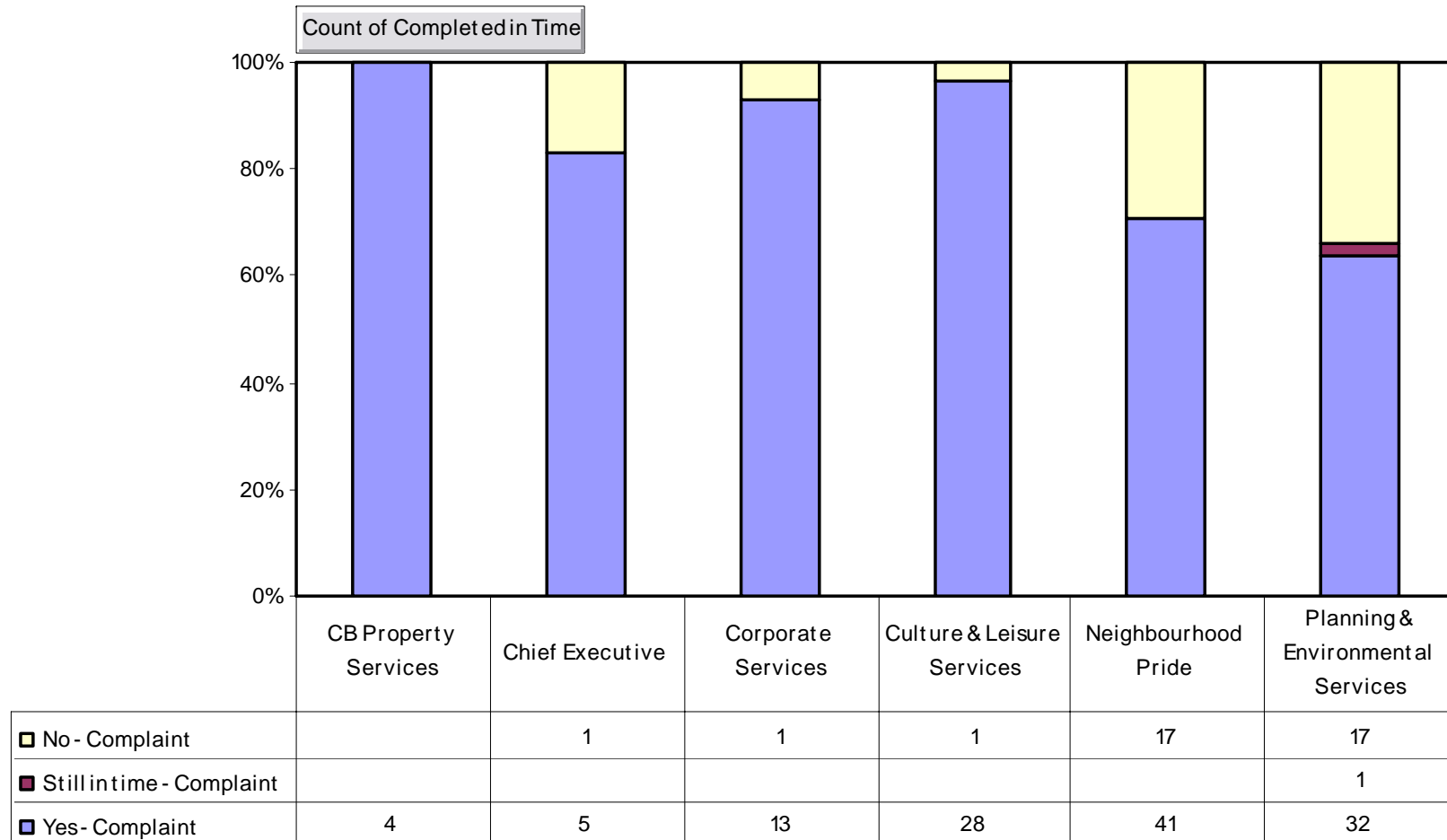
## CORPORATE COMPLAINTS

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### Appendix 3:

**Chart 3 – Completed in Time (by Service Area)**



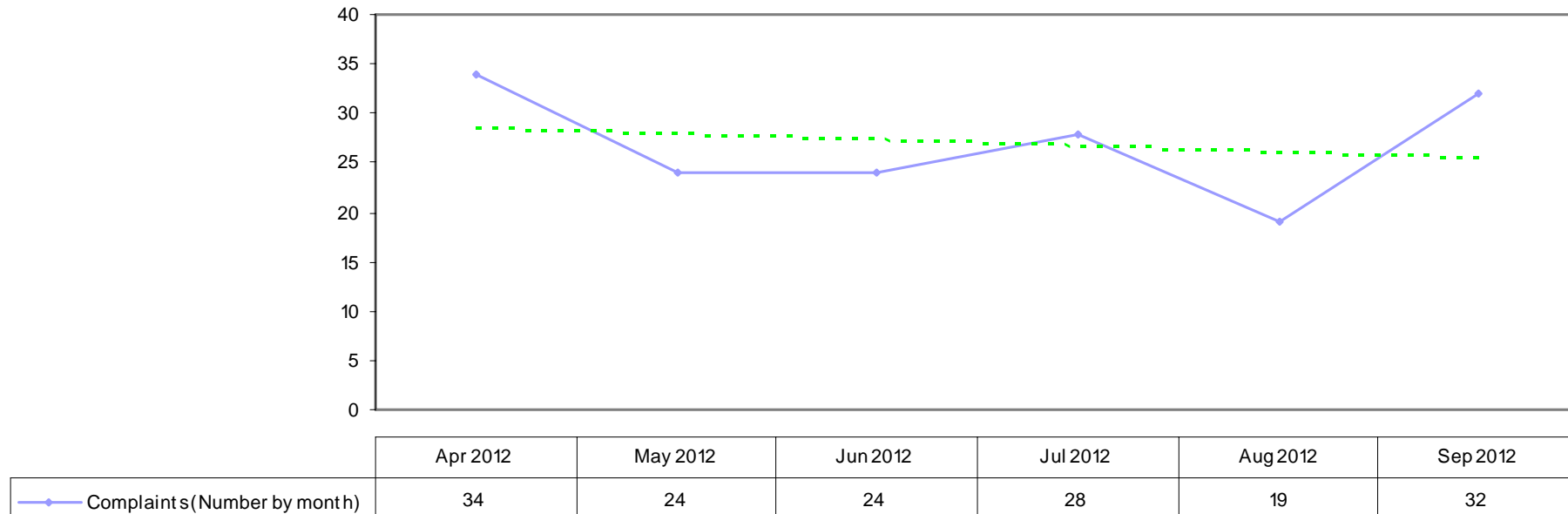
## CORPORATE COMPLAINTS

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### Appendix 4:

**Chart 4 – Number of Complaints Received (by Month)**



This chart includes a trend line, indicated by a broken green line (-----). Trend lines are used to graphically display trends in data and to analyse problems of prediction.

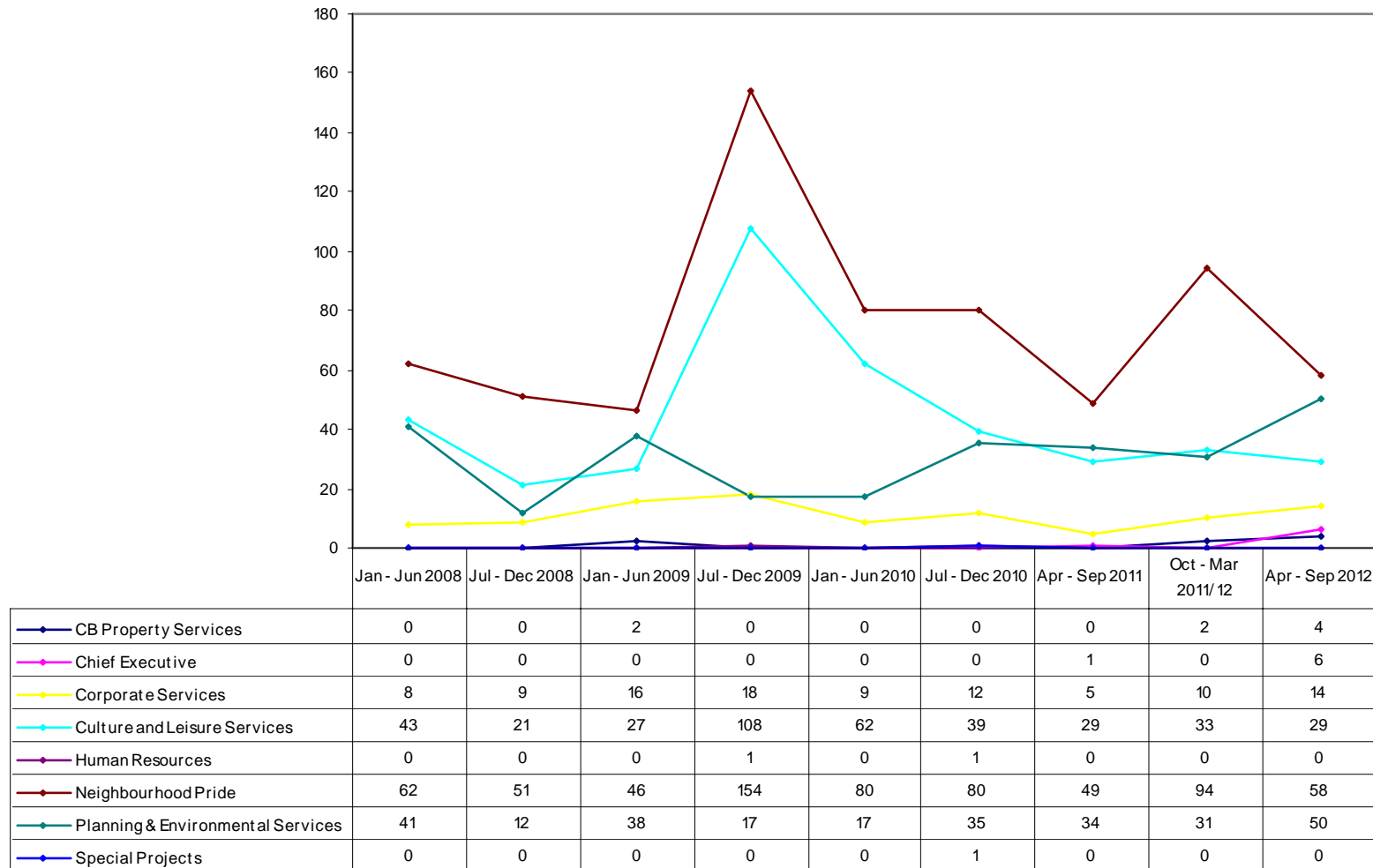
## CORPORATE COMPLAINTS

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### Appendix 5:

**Chart 5 – Trend Analysis 2008 to Current Period (by Service Area)**



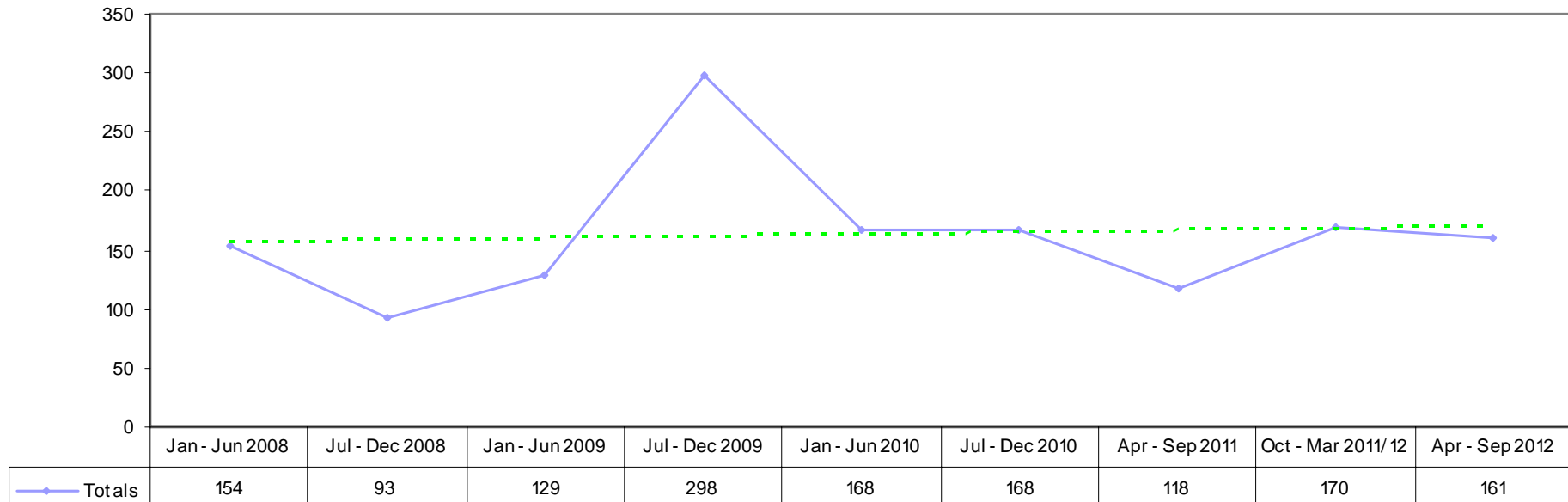
## CORPORATE COMPLAINTS

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### Appendix 6:

**Chart 6 – Trend Totals 2008 to Current Period (by Date)**



This chart includes a trend line, indicated by a broken green line (-----). Trend lines are used to graphically display trends in data and to analyse problems of prediction.