

S25. Complaints Annual Report 2018/19

The committee considered a report by the Director of Corporate and Housing Services presenting the Council's Complaints Annual Report for 2018/19.

The Complaints Annual Report set out the Council's performance against 8 indicators set by the Scottish Public Services Ombudsman in 2016/17. They were:-

- Complaints received per 1,000 population
- Number of complaints closed
- Complaints upheld, partially upheld and not upheld
- Average response times
- Performance against timescales
- Number of cases where an extension is authorised
- Customer satisfaction
- Learning from complaints

Over the period, the Council had received 3670 complaints compared to 2832 in the previous year. Of these, 90% had been closed at stage 1 of the Complaints Handling Process.

In regard to performance against timescale, 87% of stage 1 complaints had been closed within the 5 day deadline and 58% of stage 2 complaints had been closed within the 20 day deadline (compared to 69% in 2017/18 and 79% in 2016/17).

51% of complaints had been upheld or partially upheld at stage 1 with 39% upheld or partially upheld at stage 2 (compared to 54% and 43% respectively in 2017/18)

In 2018/19 the areas of service which had received the most complaints had been:-

Stage 1 Complaints	
	Totals
Housing repairs	717
Household waste collection	436
Staff conduct	391
Local schools	125
Council tax account enquiries	113
Road maintenance	102
Household waste assisted collection	98
Bulky household waste collections	78
Other	76
Tenant support	57
Stage 2 Complaints	
	Totals
Housing repairs	42
Staff conduct	32

Local schools	29
Household waste collection	20
Development control	14
Road maintenance	14
Communal housing repairs	13
Housing nuisance	13
Housing Services	10
Children & young people, preventative	9 services

Following a question the Head of Performance Technology and Improvement advised that national benchmarking data had not been available at the time of publication. Normally the Council's performance was close to or better than the national benchmark. Should this not be the case then this would be reported to the committee.

Following a suggestion that visitors to the advice hubs had been advised to contact the Council by telephone when trying to make an enquiry, Fiona Campbell stated that the aim of the Hub model was to resolve issues at the point of contact. The staff should take the enquiry and advise of the best approach. It could be in some cases that this would be online. She did not expect however that the public would be turned away as suggested. Members responded that the caller had been advised that Hub staff could only deal with financial enquiries. Fiona Campbell stated that this should not be the case.

Members then asked for information on the process after stage 2, if a complaint remained unresolved. In such a case, Fiona Campbell advised, the matter could be taken to the SPSO. In 2019/20 22 such cases were investigated by the SPSO. The aim of the complaints process was she explained, to resolve, or explain why an issue couldn't be resolved.

Decision

The Scrutiny Committee noted the Council's Complaints Annual Report 2018/19.