

**THIS ITEM IS FOR INFORMATION ONLY**

(Please note that "information only" reports do not require Equality Impact Assessments, Legal or Finance Comments as no decision is being taken)

**Title of meeting:** Governance and Audit and Standards Committee

**Subject:** Corporate Complaints received Quarter 1 2016/17

**Date of meeting:** 3 February 2017

**Report by:** Director of Community and Communications

**Wards affected:** All

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**1. Requested by**

Director of Community and Communications

**2. Purpose**

To provide the Governance & Audit & Standards Committee with information regarding complaints received by Portsmouth City Council during quarter 1 2016/17.

**3. Background**

Portsmouth City Council has adopted a three stage corporate complaints policy which allows residents and customers to raise concerns or complaints. Customers may also pass on their comments or compliments through the Corporate Complaints Service.

Should a complainant remain dissatisfied following a response at any stage, they are advised to contact the Council within 20 working days to notify us of their dissatisfaction, and explain why they remain unhappy. A stage one complaint is reviewed and responded to by a manager within the service to which the complaint refers, stage two by a Director, and stage three by the Chief Executive. If the complainant remains unhappy after they have exhausted all three stages of the complaints process, they can contact the Local Government Ombudsman or Housing Ombudsman for independent review.

Stage one of the complaints process allows 10 working days for an investigation to be carried out and for a response to be provided. Stage two allows 15 working days and Stage three, 20 working days. The Local Government Ombudsman recommends that a complaint should take no longer than 12 weeks to complete a council's complaints procedure.

Please note that Adult Social Care and Children's Social Care complaints are recorded separately by the Social Care Complaints Service and have not been included in this report. Also, the figures shown in this report were taken before and after the most recent management restructure in which directorates have changed and taken on more services.

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### 4. Compliance

Of the complaints received in quarter one, 119 of the 121 stage one complaints were responded to within the corporate response times; 7 of the 9 stage two complaints and all stage three complaints were responded to within the response times. Please see table one below which shows a comparison in the figures between quarter one of 2015/16 and quarter one of 2016/17.

|                |   | Stage 1 | Stage 2 | Stage 3 |
|----------------|---|---------|---------|---------|
| <b>2015/16</b> | Number of complaints received                 | 89      | 11      | 5       |
|                | Complaints responded to outside of timescales | 33      | 5       | 4       |
| <b>2016/17</b> | Number of complaints received                 | 116     | 9       | 3       |
|                | Complaints responded to outside of timescales | 2       | 2       | 0       |

Table one

### 5. Breakdown by Directorate

Please see below a breakdown of complaints received by service.

| Directorate  | Complaints received 2016/17 | Complaints received 2015/16 |
|--|-----------------------------|-----------------------------|
| Children Services and Education                    | 4                           | 1                           |
| City Development and Culture                       | 17                          | 4                           |
| Community and Communication                        | 19                          | 15                          |
| Finance and Information Services                   | 4                           | 0                           |
| Property and Housing Service                       | 53                          | 50                          |
| HR, Legal and Audit                                | 6                           | 5                           |
| Regulatory, Community Safety and Troubled Families | 1                           | 3                           |
| Transport, Environment and Business Services       | 15                          | 8                           |

Table two

### 6. Complaints by category

Each complaint is recorded by category. Please find a breakdown of these categories below. This is a recording of complaints received in quarter one 2016/17.

| Category                          | Number of complaints |
|-----------------------------------|----------------------|
| Complaint about Process/Procedure | 89                   |
| Complaints about Policy           | 10                   |
| Complaint about a staff member    | 10                   |
| Housing - Maintenance/repair      | 5                    |
| Housing - Service complaint       | 1                    |
| Housing - Sheltered housing       | 1                    |

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**7. Trends**

The subjects of the complaints received in quarter in 1 of 2015/16 are varied and no clear trend in any one particular subject area has been identified. There is, however, a noticeable decline in the number of complaints escalated to stage two and three, when compared to quarter 1 of 2014/15.

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Signed by (Director)

**Appendices: Nil**

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

| Title of document | Location |
|-------------------|----------|
|                   |          |