

APPENDIX 4

Number of complaints

Adult Social Care and Independent Living and Children's Services operate their own separate complaints recording system

During the period 1 April 2016 to 31 March 2017 the Council recorded 307 Step 2 complaints (compared to 387 during 2015/16). An analysis of these complaints reveals the following:

Communities and Environment

- Recorded 65 complaints
- Accounts for 21.2% of all complaints recorded
- Development and Public Protection received 27.7%, Culture, Communities, Leisure and Volunteering received 26.2% and Waste Services and Grounds Maintenance received 20% of complaints in this service group
- 44.6% of complaints concern quality of service.

Corporate Services and Governance

- Recorded 5 complaints
- Accounts for 1.6 % of all complaints recorded
- Property Services received 60% of complaints in this service group
- 40% of recorded complaints concerned quality of service.

Corporate Resources

- Recorded 20 complaints.
- Accounts for 6.5% of all complaints recorded.
- Customer and Financial Services received 100% of complaints in this service group.
- 70% of complaints concern quality of service.

Gateshead Housing Company

- Recorded 217 complaints
- Accounts for 70.7% of all recorded complaints
- 82.9% of complaints concern quality of service.

Category of complaints

The subject matter of complaints varies considerably. However, the resolved complaints can be broadly summarised into six categories. **It must be noted, however, that a complaint can fall into more than one category.**

The following table shows the total number of complaints in each category together with the proportions of the total number of complaints received by the Council.

Category of Complaint:	No Complaints 2016/17	Percentage of all Complaints
• Quality of services	225	73.3%
• Access to services	10	3.3%
• Employee	59	19.2%
• Policy	22	7.2%
• Injury/damage to person or possession	13	4.2%
• Other	57	18.6%

Closed Complaints

The total number of closed complaints is 24. These are complaints recorded on the system and subsequently identified and dealt with as issues other than complaints.

Resolution of complaints within target timescales

The Council has a target timescale to resolve step 2 complaints within 20 working days of receipt. The Council aims to resolve the majority of complaints at step 1 - sorting problems out on the spot. One of the aims of the procedure and of the recording system is to ensure that complaints are responded to as quickly as possible. The system allows service managers to review actual performance at any time and identifies those areas where improvements in response times are necessary. 241 complaints were resolved within the target timescale of 20 working days. This represents 85.2% of recorded complaints less the closed and open complaints. Of the 217 received by the Gateshead Housing Company, 11 were closed and 184 were resolved within the target timescale. This represents 89.3% resolved within the target timescale compared with the 91% achieved in 2015/16. Of the 90 complaints recorded by the Council, 10 were closed and 57 were resolved within the target timescale. This represents 71.3% resolved within the target timescale compared with 79.3% achieved in 2015/16.

Number of Complaints that were justified

Of the 282 complaints resolved, 104 (36.9%) were fully justified and 44 (15.6%) were partly justified and appropriate remedies were offered to the complainants. This compares with the position in 2015/16 when of the 368 complaints resolved, 151 (41%) were fully justified and 50 (13.6%) were partly justified.

Service Group Analysis

An analysis of the complaints resolved by each service group reveals the following:

Communities and Environment

- Of the 65 complaints recorded, 10 were closed and none unresolved.
- 74.6% of the remaining complaints were resolved in target timescales
- 5.5% of resolved complaints were fully justified
- 7.3% of resolved complaints were partly justified.

Corporate Services and Governance

- Of the 5 complaints recorded, 1 was closed and none unresolved
- 50% of the remaining complaints were resolved in target timescales
- 0% of resolved complaints were fully justified
- 25% of resolved complaints were partly justified

Corporate Resources

- Of the 20 complaints recorded, 2 were closed and none unresolved.
- 87.5% of the remaining complaints were resolved within target timescales
- 31.3% of resolved complaints were fully justified
- 12.5% of resolved complaints were partly justified.

The Gateshead Housing Company

- Of the 217 complaints recorded, 11 were closed and none unresolved.
- 89.3% of the remaining complaints were resolved within the Council's target timescales
- 46.6% of resolved complaints were fully justified
- 17.9% of resolved complaints were partly justified

Reviewed Complaints

Complainants who are dissatisfied with the outcome of their complaints to individual service managers can request an independent review by the Chief Executive (or the Managing Director of the Gateshead Housing Company). The Chief Executive of the Council undertook 18 reviews across several service areas and categories of complaint in 2016/17 compared to 32 in 2015/16. The Managing Director of the Gateshead Housing Company undertook 20 reviews in 2016/17 compared with 14 during 2015/16.

Method of Submitting Complaints and Compliments to the Council

The system provides a variety of methods by which a customer can register a complaint with the Council and record compliments received by the Council and the Gateshead Housing Company. This can be done by telephone, visit in person, letter, internet form, compliment form or e mail.

An analysis of the compliments received is as follows:

Communities and Environment recorded	236
Care, Wellbeing & Learning recorded	171
Corporate Services & Governance recorded	19
Corporate Resources recorded	29
The Gateshead Housing Co recorded	299

The total number of compliments received above for 2016/17 is 754, compared to 723 received in 2015/16.