

APPENDIX 2

COMPLIMENTS AND STEP 3 COMPLAINTS – 2020/21

Compliments received by the Council

The total number of compliments received in 2020/21, as outlined below, is 151:-

| | |
|--------------------------------|----|
| Benefits | 4 |
| Bins and recycling | 5 |
| Births, deaths and marriages | 10 |
| Business | 11 |
| Council generally | 33 |
| Council Tax | 1 |
| Environmental issues and parks | 9 |
| Housing | 1 |
| Leisure, culture and events | 1 |
| Parking, roads and transport | 5 |
| Planning or building control | 15 |
| The Gateshead Housing Company | 56 |

Step 3 complaints – 2020/21

Complainants who are dissatisfied with the outcome of their Step 1 and 2 complaints can request an independent review by the Chief Executive (or the Managing Director of the Gateshead Housing Company). The Chief Executive undertook 30 reviews of complaints in 2020/21, compared to 50 in 2019/20. Details of the complaints are outlined below:-

| SERVICES | COMPLAINT SUBJECT | UPHELD |
|---|---|--|
| Housing, Environment and Healthy Communities | <ul style="list-style-type: none"> - Dropped kerb applications (2) - Lorries overnight parking - Right to Buy application - Littering fine - Parking Charge Notice - Penalty Charge Notice appeal - Covid road alterations | <ul style="list-style-type: none"> Not upheld Not upheld Not upheld Not upheld Not upheld Upheld – payment of £75 costs and representations to be allowed in writing and alternative means Not upheld |
| Economy, Innovation and Growth | <ul style="list-style-type: none"> - Covid business grant - Planning application conditions (2) | <ul style="list-style-type: none"> Not upheld Partly upheld, apology for error in planning officer's report and offered to pay advisors' costs |

| | | |
|---|--|---|
| | <ul style="list-style-type: none"> - Planning application conditions - Planning application consultation - Planning application fee - Neighbour issues, Community Protection Warning letters and Notices - Statutory noise nuisance notice - Allotment tenants' parking - Property damage, licence, boundary issues | Partly upheld, apology for error in planning officer's report Not upheld Not upheld Not upheld Not upheld Not upheld Not upheld |
| Housing, Environment and Healthy Communities and Economy, Innovation and Growth | <ul style="list-style-type: none"> - Road changes to Askew Road and Tyne Bridge junction (2) | Not upheld |
| Children, Adults and Families | <ul style="list-style-type: none"> - Parents letters on safe school return (3) - Safeguarding data protection issues - Requested male social worker - Assessment information recorded - Provision of education and support - Council's response to welfare concerns | Not upheld Not upheld Not upheld Not upheld Not upheld |
| Children, Adults and Families and Resources and Digital | Housing benefit, financial assistance and Child Protection Plans | Not upheld |
| Resources and Digital | Customer services response | Not upheld |
| Corporate Services and Governance | Response of the Council and Councillors to outlined scenarios | Not upheld |

Of the 30 Chief Executive Reviews undertaken in 2020/21, 1 (3.3%) was upheld, 3 (10%) were partially upheld and 26 (86.7%) were not upheld.

The Managing Director of the Gateshead Housing Company undertook 13 reviews in 2020/21 compared with 17 during 2019/20. Details of the complaints are outlined below:-

| GATESHEAD HOUSING COMPANY | COMPLAINT SUBJECT | UPHELD |
|---------------------------|---|--|
| | <ul style="list-style-type: none"> - Management of ASB case - Roofing repairs - Repair issues - Quality of Investment Works - Conduct of Investment Works operatives - Leasehold Insurance Process - Repairs - Homelessness process - Management of ASB case - Lettings Policy - Management of ASB case - Management of ASB case - Lettings Policy and housing disrepair | <p>Partly upheld, apology for delays in progressing the investigation.</p> <p>Partly upheld, apology and additional £50 offered for delay in the reviewing process.</p> <p>Partly upheld, apology and additional £50 offered for delay in the reviewing process.</p> <p>Partly upheld, apology for any undue stress. Assurance that employee conduct issue is being dealt with via HR. Agreement to carry out further improvement works to combat condensation issue and a £25 decoration voucher.</p> <p>Partly upheld. Additional compensation of £250 offered for inconvenience and poor complaint handling.</p> <p>Not upheld</p> <p>Upheld – Compensation of £425 and remedial repairs completed.</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Not upheld</p> <p>Upheld - £500 for delays to the complaints process and £750 for service failures impacting the health and wellbeing of the family.</p> |

Of the 13 Managing Director’s Reviews undertaken in 2020/21, 2 (15.4%) were upheld, 5 (38.5%) were partially upheld and 6 (46.1%) were not upheld.

Using Complaints to improve performance

The information gained through the monitoring of complaints is used to improve the provision of the services reflecting the overall approach to value for money and continuous improvement. Additional instructions to employees to reinforce existing procedures or changes to the provision of services could be made as a result of complaints received or the opportunity to improve has been identified.