

### NUMBER OF COMPLAINTS AND COMPLIMENTS

During the period 1 April 2019 to 31 March 2020 the Council recorded 232 Step 2 complaints (compared to 191 during 2018/19). An analysis of these complaints reveals the following:

#### Category of complaints

The subject matter of complaints varies considerably. However, the 2019/20 resolved complaints have been broadly summarised into the following six categories:- access to services (16), injury/ damage to person or possession (7), quality of service (168), employee (52), policy (20) and other (31). It must be noted, however, that a complaint can fall into more than one category.

#### Closed Complaints

The total number of closed complaints is 15. These are complaints recorded on the system and subsequently identified and dealt with as issues other than complaints.

#### Resolution of complaints within target timescales

Of the 232 complaints received, 18 were open and 15 were closed. 199 complaints were resolved, 123 (61.8%) were resolved within the target timescale of 20 working days. Of the 142 received by the Gateshead Housing Company, 3 were closed, 13 were open and 81 (64.3%) were resolved within the target timescale compared to 71.8% in 2018/19. Of the 90 complaints recorded by the Council, 12 were closed, 5 were open and 42 (57.5%) were resolved within the target timescale compared to 50.9% in 2018/19.

#### Number of Complaints that were justified

Of the 199 complaints resolved, 55 (27.6%) were fully justified and 30 (15.8%) were partly justified and appropriate remedies were offered to the complainants. In 2018/19, 165 complaints resolved, 40 (24.2%) were fully justified and 29 (17.6%) were partly justified.

#### Service Group Analysis

An analysis of the complaints received and resolved by each Service group reveals the following:

##### Office of Chief Executive

- Recorded 1 complaint, 1.1 % of all complaints recorded
- The complaint was resolved and was not fully justified.

##### Housing, Environment and Healthy Communities

- Recorded 30 complaints, 33.3% of all complaints recorded

- Housing Services received 46.5%, Transport and Highways received 37%, Waste Services and Grounds Maintenance received 16.5% of complaints.
- 63% of complaints concerned quality of service.
- 5 complaints were closed and 5 were unresolved.
- 50% of the remaining complaints were resolved in target timescales
- 5% of the resolved complaints were fully justified and 20% partly justified.

### **Economy, Innovation and Growth**

- Recorded 18 complaints, 20% of all complaints recorded.
- Regulatory Services received 89% and Property Services received 11% of complaints.
- 33.3% of complaints concerned quality of service.
- 1 complaint was closed and none were unresolved.
- 17.6% of the remaining complaints were resolved within target timescales
- None of resolved complaints were fully justified and 5.9% were partly justified.

### **Corporate Services and Governance**

- Recorded 1 complaint, 1.1 % of all complaints recorded
- The complaint was resolved and was not fully justified.

### **Resources and Digital Management**

- Recorded 20 complaints, 22.2% of all complaints recorded.
- Customer Experience and Digital received 60% and Sport and Leisure received 40% of complaints.
- 70% of complaints concerned quality of service.
- 3 complaints were closed and none were unresolved.
- 70.6% of the remaining complaints were resolved within target timescales
- 29.4% of resolved complaints were fully justified and 5.9% partly justified.

### **Public Health and Wellbeing**

- Recorded 20 complaints, 22.2% of all complaints recorded.
- Culture received 70% and Libraries received 30% of complaints.
- 55% of complaints concerned quality of service.
- 2 complaints were closed and none were unresolved.
- 89% of the remaining complaints were resolved within target timescales
- 16.7% of resolved complaints were fully justified and 16.7% partly justified.

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

#### Gateshead Housing Company

- Recorded 142 complaints, 61.2% of all recorded complaints
- 82.4% of complaints concerned quality of service.
- 3 complaints were closed and 13 were unresolved.
- 64.3% of the remaining complaints were resolved within the Council's target timescales
- 36.5% of resolved complaints were fully justified and 16.7% partly justified.

## **Reviewed Complaints**

Complainants who are dissatisfied with the outcome of their Step 2 complaints can request an independent review by the Chief Executive (or the Managing Director of the Gateshead Housing Company). The Chief Executive undertook 50 reviews of complaints in 2019/20 compared to 31 in 2018/19. The Managing Director of the Gateshead Housing Company undertook 17 reviews in 2019/20 compared with 17 during 2018/19.

## **Using Complaints to improve performance**

The information gained through the monitoring of complaints is used to improve the provision of the services throughout the Council reflecting the Council's 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.

## **Compliments received by the Council**

The total number of compliments received in 2019/20, as outlined below, is 455, compared to 593 received in 2018/19.

Housing, Environment and Healthy Communities	87
Economy, Innovation and Growth	46
Resources and Digital Management	17
Corporate Services and Governance	16
Public Health and Wellbeing	16
The Gateshead Housing Company	273