

Complaints management reporting

Indicator 1: The total number of complaints received per thousand population.

	Total complaints received	Per 1,000 population
Q1 (Apr-Jun) 2013/14	102	0.88
Q2 (Jul-Sep) 2013/14	89	0.77
Q3 (Oct-Dec) 2013/14	97	0.84
Q4 (Jan-Mar) 2013/14	84	0.72
2013/14	372	3.2
Q1 (Apr-Jun) 2014/15	82	0.71
Q2 (Jul-Sep) 2014/15	82	0.71
Q3 (Oct-Dec) 2014/15	55	0.47
Q4 (Jan-Mar) 2014/15	38	0.33
2014/15	257	2.21

Population is based on General Register Office for Scotland mid-year population estimates. For 2013-14 the 2012 figure of 116,210 is used, for 2014-15 it is the 2013 figure of 116,240.

Indicator 2: Complaints closed at stage one and stage two as a percentage of all complaints closed.

The term "closed" refers to a complaint that has had a response sent to the customer and at the time no further action is required.

	Stage 1 (Frontline)	Stage 2 (Investigation)	Stage 2 Escalated	Total
Q1 2013/14	66 (81.5%)	14 (17.3%)	1 (1.2%)	81
Q2 2013/14	63 (70%)	21 (23.3%)	6 (6.7%)	90
Q3 2013/14	60 (73.2%)	21 (25.6%)	1 (1.2%)	82
Q4 2013/14	68 (78.2%)	17 (19.5%)	2 (2.3%)	87
2013/14	257 (75.6%)	73 (21.5%)	10 (2.9%)	340
Q1 2014/15	61 (78.2%)	17 (21.8%)	0 (0%)	78
Q2 2014/15	62 (80.5%)	13 (16.9%)	2 (2.6%)	77
Q3 2014/15	47 (85.5%)	8 (14.5%)	0 (0%)	55
Q4 2014/15	32 (78%)	8 (19.5%)	1 (2.4%)	41
2014/15	202 (80.5%)	46 (18.3%)	3 (1.2%)	251

Indicator 3: The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage.

	Stage One (Frontline)			Total
	Upheld	Not Upheld	Partially Upheld	
Q1 2013/14	20 (30.3%)	24 (36.4%)	22 (33.3%)	66
Q2 2013/14	23 (36.5%)	17 (27%)	23 (36.5%)	63
Q3 2013/14	24 (40%)	17 (28.3%)	19 (31.7%)	60
Q4 2013/14	24 (35.3%)	19 (27.9%)	25 (36.8%)	68
2013/14	91 (35.4%)	77 (30%)	89 (34.6%)	257
Q1 2014/15	33 (54.1%)	10 (16.4%)	18 (29.5%)	61
Q2 2014/15	29 (46.8%)	17 (27.4%)	16 (25.8%)	62
Q3 2014/15	19 (40.4%)	11 (23.4%)	17 (36.2%)	47
Q4 2014/15	10 (31.3%)	8 (25%)	14 (43.8%)	32
2014/15	91 (45.1%)	46 (22.8%)	65 (32.2%)	202

Stage Two (Investigation)				
	Upheld	Not Upheld	Partially Upheld	Total
Q1 2013/14	3 (21.4%)	3 (21.4%)	8 (57.1%)	14
Q2 2013/14	4 (14.3%)	5 (23.8%)	13 (61.9%)	21
Q3 2013/14	6 (28.6%)	5 (23.8%)	10 (47.6%)	21
Q4 2013/14	4 (23.5%)	7 (41.2%)	6 (35.3%)	17
2013/14	16 (21.9%)	20 (27.4%)	37 (50.7%)	74
Q1 2014/15	3 (17.6%)	9 (52.9%)	5 (29.4%)	17
Q2 2014/15	1 (7.7%)	8 (61.5%)	4 (30.8%)	13
Q3 2014/15	1 (12.5%)	4 (50%)	3 (37.5%)	8
Q4 2014/15	1 (12.5%)	5 (62.5%)	2 (25%)	8
2014/15	6 (13%)	26 (56.5%)	14 (30.4%)	46

Stage Two Escalated				
	Upheld	Not Upheld	Partially Upheld	Total
Q1 2013/14	1 (100%)	0 (0%)	0 (0%)	1
Q2 2013/14	0 (0%)	3 (50%)	3 (50%)	6
Q3 2013/14	0 (0%)	0 (0%)	1(100%)	1
Q4 2013/14	0 (0%)	2 (100%)	0 (0%)	2
2013/14	1 (10%)	5 (50%)	4 (40%)	10
Q1 2014/15	Not Applicable	Not Applicable	Not Applicable	0
Q2 2014/15	1 (50%)	0 (0%)	1 (50%)	2
Q3 2014/15	Not Applicable	Not Applicable	Not Applicable	0
Q4 2014/15	0 (0%)	1 (100%)	0 (0%)	1
2014/15	1 (33.3%)	1 (33.3%)	1 (33.3%)	3

Indicator 4: The average time in working days for a full response to complaints at each stage.

	Stage 1 (Frontline)	Stage 2 (Investigation)	Stage 2 Escalated
Q1 2013/14	5.23	18.36	2
Q2 2013/14	7.14	17.57	38
Q3 2013/14	6.03	16.67	3
Q4 2013/14	8.91	23.94	20
2013/14	6.86	18.95	27
Q1 2014/15	5.49	14.77	Not Applicable
Q2 2014/15	5.44	16.62	16.5
Q3 2014/15	8.53	13.88	Not Applicable
Q4 2014/15	6.75	21.88	6
2014/15	6.38	16.37	13

Indicator 5: The number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.

	Stage 1 (Frontline Resolution)	Stage 2 (Investigation)	Stage 2 Escalated
Q1 2013/14	49 (74.2%)	9 (64.3%)	1 (100%)
Q2 2013/14	37 (58.7%)	15 (71.4%)	2 (33.3%)
Q3 2013/14	35 (58.3%)	14 (66.7%)	1 (100%)
Q4 2013/14	34 (50%)	9 (52.9%)	1 (50%)
2013/14	155 (60.3%)	47 (64.4%)	5 (50%)
Q1 2014/15	38 (62.3%)	13 (76.5%)	Not Applicable
Q2 2014/15	37 (59.7%)	10 (76.9%)	1 (50%)
Q3 2014/15	29 (61.7%)	7 (25%)	Not Applicable
Q4 2014/15	20 (62.5%)	5 (62.5%)	1 (100%)
2014/15	124 (61.4%)	35 (76.1%)	2 (66.7%)

Indicator 6: The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised.

	Stage 1 Front-line Resolution (5 Working Days)	Stage 2 Investigation (20 Working Days)
Q1 2013/14	0 (0%)	1 (7.1%)
Q2 2013/14	2 (3.2%)	0 (0%)
Q3 2013/14	1 (1.7%)	0 (0%)
Q4 2013/14	5 (7.4%)	1 (5.9%)
2013/14	8 (3.1%)	2 (2.7%)
Q1 2014/15	0 (0%)	1 (5.9%)
Q2 2014/15	4 (6.5%)	0 (0%)
Q3 2014/15	1 (2.1%)	0 (0%)
Q4 2014/15	3 (9.4%)	0 (0%)
2014/15	8 (4%)	1 (2.2%)

Indicator 7: Customer satisfaction

This indicator provides information on the levels of customer satisfaction with the complaints handling services provided.

Indicator 8: Learning from complaints

This indicator provides information on what the council has learnt from the handling of complaints.