

ANGUS COUNCIL

SCRUTINY & AUDIT COMMITTEE – 22 AUGUST 2017

ANNUAL COMPLAINTS REPORT – 1 APRIL 2016 – 31 MARCH 2017

REPORT BY MARGO WILLIAMSON, CHIEF EXECUTIVE

ABSTRACT

The purpose of this report is to highlight the complaint statistics and satisfaction for 2016/17 and to update members on the action being taken to ensure the effectiveness of the complaints handling procedure and to learn from complaints.

1. RECOMMENDATIONS

It is recommended that the Scrutiny & Audit Committee consider:-

- (i) the key performance indicators on complaints closed between 1 April 2016 and 31 March 2017; and
- (ii) the results of the satisfaction survey sent to everyone who made a complaint which was closed during 2016/17.

2. ALIGNMENT TO THE ANGUS COMMUNITY PLAN/SINGLE OUTCOME AGREEMENT/COPORATE PLAN

This report contributes to the following local outcome(s) contained within the Angus Community Plan and Single Outcome Agreement 2013-2016:

- Angus is a place where a first class quality of life can be enjoyed by all.

3. BACKGROUND

Since 1 April 2013, the council has been operating the new Complaints Handling Procedure for Local Authorities as required by the Scottish Public Services Ombudsman.

During 2016/17 a total of 236 complaints were recorded as closed off during the year.

4. COMPLAINTS STATISTICS

Analysis of key indicators for 2016/17 shows that:-

- 181 complaints were closed at the frontline resolution stage, 44 complaints at Stage 2 and 11 complaints escalated from Stage 1 to Stage 2.
- Of the Stage 1 complaints received 51 were upheld, 86 not upheld and 44 partially upheld.
- Of the Stage 2 complaints received 11 were upheld, 20 not upheld and 13 partially upheld.
- Of the escalated Stage 2 complaints 1 was upheld, 7 was not upheld and 3 were partially upheld.
- The average time, in working days, for a full response to be issued at each stage was Stage 1 – 11.45 days, Stage 2 – 28.48 days and Stage 2 escalated 28.36 days.

In accordance with SPSO guidance Stage 1 complaints should be dealt with within five working days and Stage 2 complaints 20 working days.

- 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 – 96
 - Stage 2 – 27
 - Stage 2 escalated – 5

- The number and percentage of complaints where an extension to 5 or 20 working days timeline had been authorised:-
 - Stage 1 – 7
 - Stage 2 – 2

A full copy of the indicators is attached at [Appendix 1](#).

5. SATISFACTION WITH THE COMPLAINTS PROCESS

Indicator 7 of the Performance Management Framework requires councils to report on customer satisfaction with complaints process. To achieve this, we issue satisfaction surveys six weeks after the complaint has been closed to all complainers. During 2016/17 11 completed questionnaires were returned.

The results for 2016/17 are shown in the table below. Given the survey sample consisted entirely of people who had made complaints about the council, the majority of which were not upheld, it is not surprising that there are high levels of dissatisfaction.

1. Is our complaints handling procedure easy to follow?		
Answer Options	Response Percent	Response Count
Yes	90.0%	9
No	10.0%	1
Unaware of complaints handling procedure	0.0%	0
Other (please specify)		2
<i>answered question</i>		10
<i>skipped question</i>		1

2. If the investigation into your complaint took longer than 20 working days, did the council keep you informed on the progress of your complaint?		
Answer Options	Response Percent	Response Count
Yes	45.5%	5
No	36.4%	4
Not applicable	18.2%	2
Other (please specify)		4
<i>answered question</i>		11
<i>skipped question</i>		0

3. Did we address all the issues raised in your complaint?		
Answer Options	Response Percent	Response Count
Yes	45.4%	5
No	54.5%	6
Other (please specify)		2
<i>answered question</i>		11
<i>skipped question</i>		0

4. Were you satisfied with the quality and clarity of our response?		
Answer Options	Response Percent	Response Count
Yes	36.4%	4
No	63.3%	7
Other (please specify)		3
<i>answered question</i>		11
<i>skipped question</i>		0

5. Did we treat you fairly when dealing with your complaint?		
Answer Options	Response Percent	Response Count
Yes	45.5%	5
No	54.5%	6
Other (please specify)		2
<i>answered question</i>		11
<i>skipped question</i>		0

6. Even if you did not agree with the outcome, overall how satisfied are you that we handled your complaint well?		
Answer Options	Response Percent	Response Count
Very satisfied	27.3%	3
Fairly satisfied	18.2%	2
Neither satisfied or dissatisfied	18.2%	2
Fairly dissatisfied	9.1%	1
Very dissatisfied	27.3%	3
Other (please specify)		2
<i>answered question</i>		11
<i>skipped question</i>		0

*The percentages in this table may not add up to 100% in each question due to some people having answered more than one option.

7. If you would like to make any further comments or suggestions, please do so.	
Answer Options	Response Count
	7
<i>answered question</i>	7
<i>skipped question</i>	4

8. Date feedback form completed		
Answer Options	Response Percent	Response Count
Date	100.0%	11
	<i>answered question</i>	11
	<i>skipped question</i>	0

6. LEARNING FROM COMPLAINTS

Each Directorate has been asked to identify and act on the key learning points from the complaints received about their service.

Complaints are detailed in the attached [Appendix 1](#), [Appendix 2](#), [Appendix 3](#) and [Appendix 4](#) along with key learning points and procedures/processes that have changed as a result of the complaint.

7. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

8. CONSULTATION (IF APPLICABLE)

The Strategic Directors of People and Place, the Head of Legal and Democratic Services and the Head of Corporate Improvement and Finance have been consulted in the preparation of this report.

MARGO WILLIAMSON
CHIEF EXECUTIVE

NOTE: No background papers, as detailed by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

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List of Appendices:-

Appendix 1 – Complaints Management Reporting – Performance Indicators
Appendix 2 – Learning from Complaints – Resources
Appendix 3 – Learning from Complaints – Communities
Appendix 4 – Learning from Complaints – Children and Learning