

ANGUS COUNCIL

SCRUTINY & AUDIT COMMITTEE – 22 AUGUST 2017

**COMPLAINTS STATISTICS
APRIL – JUNE 2017**

REPORT BY MARGO WILLIAMSON, CHIEF EXECUTIVE

ABSTRACT

The purpose of this report is to highlight the complaint statistics for 2017/18 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

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

- (i) the key performance indicators on complaints closed between 1 April 2017 and 30 June 2017; and
- (ii) to note the learning from complaints identified by the Directorates

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

2.1 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

3.1 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.

3.2 During the first three months of 2017/18 a total of 79 complaints were recorded as closed off during the first three months.

4. COMPLAINTS STATISTICS

4.1 Analysis of key indicators for 2017/18 shows that:-

- 66 complaints were closed at the frontline resolution stage, 9 complaints at Stage 2 and 4 complaints escalated from Stage 1 to Stage 2.
- Of the Stage 1 complaints received 17 were upheld, 31 not upheld and 17 partially upheld and one complaint has no recorded resolution.
- Of the Stage 2 complaints received 4 were upheld, 4 not upheld and 1 partially upheld.

4.2 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	34
Stage 2	4
Stage 2 escalated	2

- The number and percentage of complaints where an extension of 5 or 20 working days timeline had been authorised:-

Stage 1	1
Stage 2	1

5. ANALYSIS OF FIGURES

- 5.1 There has been a marked improvement in meeting the timescales as set out in the CHP and officers are engaging fully in the process. Key areas where timescales have lapsed have been reported to the Council Management team who are monitoring workloads and any issues that arise.

6. LEARNING FROM COMPLAINTS

- 6.1 Each Directorate has been asked to identify and act on the key learning points from the complaints received about their service.
- 6.2 Complaints received from 1 April-31 March are detailed in the attached [Appendix 1](#), [Appendix 2](#), and [Appendix 3](#) along with key learning points and procedures/processes that have changed as a result of the complaint.

7. COMPLIMENTS

- 7.1 A number of compliments have been received during the period. Compliments are received in writing, via facebook/twitter and by telephone. Detailed below is an example of the compliments received.
- An individual who was receiving a visit from an officer felt very nervous about the visit but passed on appreciation as the employee was a pleasure to talk to and made her feel at ease.
 - Received from a solicitor – Thank you very much for your assistance. One does not often encounter someone in a local authority department as helpful as yourself. I hope they appreciate you.
 - Thank you – very impressed with how you have managed the process and how easy it was to communicate with you all when necessary.
 - For the help they provided – you were both lovely, well informed, couldn't have been more helpful and a credit to Angus Council.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications arising from this report.

9. CONSULTATION

- 9.1 The Strategic Directors of People and Place, the Head of Legal and Democratic Services and the Head of Corporate 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 – Learning from Complaints – People
Appendix 2 – Learning from Complaints – Place
Appendix 3 – Learning from Complaint – Angus Health and Social Care Partnership