

**ANGUS COUNCIL**

**SCRUTINY & AUDIT COMMITTEE – 21 AUGUST 2018**

**ANNUAL COMPLAINTS REPORT – 1 APRIL 2017 TO 31 MARCH 2018**

**REPORT BY MARGO WILLIAMSON, CHIEF EXECUTIVE**

**ABSTRACT**

The purpose of this report is to highlight the complaint statistics and satisfaction 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**

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

- (i) the key performance indicators on complaints closed between 1 April 2017 and 31 March 2018; 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 LOCAL OUTCOMES IMPROVEMENT PLAN/CORPORATE PLAN**

This report contributes to the following local outcome(s) contained within the Angus Local Outcomes Improvement Plan and Locality Plans:

- 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 2017/18 a total of 303 complaints were recorded as closed off during the year.

**4. COMPLAINTS STATISTICS**

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

- 236 complaints were closed at the frontline resolution stage, 51 complaints at Stage 2 and 16 complaints escalated from Stage 1 to Stage 2.
- Of the Stage 1 complaints received 67 were upheld, 101 not upheld and 68 partially upheld.
- Of the Stage 2 complaints received 7 were upheld, 28 not upheld and 16 partially upheld.
- Of the escalated Stage 2 complaints 4 were upheld, 9 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 – 8.47 days, Stage 2 – 33.63 days and Stage 2 escalated 52.19 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 – 135
  - Stage 2 – 30
  - Stage 2 escalated – 3
- The number and percentage of complaints where an extension to 5 or 20 working days timeline had been authorised:-
  - Stage 1 – 4
  - Stage 2 – 3

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	66.67%	2
No	33.33%	1
Unaware of complaints handling procedure	0.0%	0
Other (please specify)		2
<i>answered question</i>		<b>3</b>
<i>skipped question</i>		<b>2</b>

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	100.0%	4
No	0.0%	0
Not applicable	18.2%	0
Other (please specify)		1
<i>answered question</i>		<b>4</b>
<i>skipped question</i>		<b>1</b>

3. Did we address all the issues raised in your complaint?		
Answer Options	Response Percent	Response Count
Yes	60.0%	3
No	40.0%	2
Other (please specify)		0
<i>answered question</i>		<b>5</b>
<i>skipped question</i>		<b>0</b>

4. Were you satisfied with the quality and clarity of our response?		
Answer Options	Response Percent	Response Count
Yes	40.0%	2
No	60.0%	3
Other (please specify)		0
<i>answered question</i>		<b>5</b>
<i>skipped question</i>		<b>0</b>

5. Did we treat you fairly when dealing with your complaint?		
Answer Options	Response Percent	Response Count
Yes	80.0%	4
No	20.0%	1
Other (please specify)		0
<i>answered question</i>		<b>5</b>
<i>skipped question</i>		<b>0</b>

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	20.0%	1
Fairly satisfied	20.0%	1
Neither satisfied or dissatisfied	0.0%	0
Fairly dissatisfied	40.0%	2
Very dissatisfied	20.0%	1
Other (please specify)		1
<i>answered question</i>		<b>5</b>
<i>skipped question</i>		<b>0</b>

\*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
	5
<i>answered question</i>	<b>5</b>
<i>skipped question</i>	<b>0</b>

8. Date feedback form completed		
Answer Options	Response Percent	Response Count
Date	100.0%	5
<i>answered question</i>		<b>5</b>
<i>skipped question</i>		<b>0</b>

## 6. FINANCIAL IMPLICATIONS

There are no financial implications arising from this report.

## **7. CONSULTATION (IF APPLICABLE)**

The Strategic Directors of People and Place, Service Leader of Legal and Democratic Services and the Head of Finance and Legal 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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**Appendix 1 – Complaints Management Reporting – Performance Indicators**