

Appendix 2

SERVICE	No. of Complaints 2010/11	No. of Complaints 2011/12	No. of Complaints 2012/13	No. of Complaints 2013/14	Comments
Transformation	1	4	5	4	All 4 complaints received were regarding Customer Services; 1 regarding wait times within the Contact Centre, 1 regarding the conduct of a member of staff and 2 regarding how an enquiry had been dealt with. In relation to wait times this particular complaint was raised during a period when the Contact Centre was experiencing high call volumes which impacted on wait times. In relation to the complaint regarding the conduct of a member of staff, following investigation it was identified that no further action should be taken. The two complaints regarding service delivery have resulted in changes being made to improve how these services are delivered.
Planning Services	12	13	18	12	In 2013/14, Planning services received 12 complaints. In 11 cases, it was found that correct procedures were followed and there was no fault from the Council. In the remaining case, an administration error was accepted by the Council and procedures are now in place to ensure it does not happen again.
Community Services	3	6	3	6	In relation to Community Services, 6 complaints in total have been received in 2013/14, 3 of these related to Environmental Protection. Private Sector Housing, Technical Services and Pest Control all received one complaint. Out of the 6 complaints received it was

					established that correct procedures had been followed regarding 5 of these. Only one resulted in the alteration of the working procedures within Technical Services, whereby an apology was made for misunderstandings following a market trader not being allowed to continue to trade at Ormskirk Market on a casual basis.
Revenues and Benefits	19	22	17	27	Out of the 27 complaints that were received, it was established that: 19 were found to have complied with existing policies and procedures. 7 resulted in written apologies being issued to customers. 1 resulted in records being amended.

<p>Housing & Regeneration</p>	<p>34*</p>	<p>50</p>	<p>60</p>	<p>61*</p>	<p>The total number of complaints received this year is very similar to the number received in 2012/13. Work has continued to encourage tenants to provide feedback in order to help us to improve, so it is reassuring to see that complainants are still taking the opportunity to do so. It is also important to note that during 2013/14 we began an extensive programme of improvements to our housing stock. This included new kitchens and bathrooms for a large number of tenants and a considerable amount of disruption. It could be expected that complaints would increase during this period but reassuringly they have remained stable. Out of the 61 complaints received, 28 of these were without merit.</p> <p><i>*Please note the team figures below do not total 61 as one complaint concerned two teams.</i></p>
<p>Property Services</p>			<p>30</p>	<p>45*</p>	<p>The majority of complaints received in the service concern the timeliness of repairs (16), the conduct of contractors completing repairs (8) and the quality of repairs which have been completed (7). The complaints regarding timeliness of repairs appear to be predominantly repairs which were outstanding and which have now been resolved.</p> <p>It was also identified that a number of complaints received were actually requests for service which had been made incorrectly via the complaints process rather than through the appropriate channels.</p> <p>To continually improve the service we offer for tenants, we will be constantly working towards monitoring and improving the process to ensure tenants are informed and aware of</p>

					how and who to contact to ensure matters are resolved. <i>*Please note, the total complaints in Property Services, includes one complaint where the issue also concerned Sheltered Housing.</i>
Voids & Allocations			13	4	
Rent & Money Advice			3	4	
Estate Management & Anti Social Behaviour			9	3	
Sheltered Housing			5	5*	<i>*Please note, the total complaints in Sheltered Housing, includes one complaint where the issue also concerned Property Services.</i>
Right to Buy				1	
Regeneration				0	
Borough Solicitor	2	0	1	0	
Borough Treasurer (Accounts, Treasury Management, Audit, Insurance)				1	The section received one complaint relating to the provider of the Content Insurance Scheme refusing a claim. The complainant believed that the decision had actually been made by the Insurance section. This was taken to the Insurance Ombudsman but no fault was found either by the Insurance Provider or the Authority.

Street Scene	5	11	18	22	Street Scene experienced an increase of four complaints compared to the previous year; however eleven of the complaints received were without merit.
Refuse/Recycling			16	19	
Cleansing			2	2	
Grounds Maintenance				1	
Civic (Bulky Refuse)					
Collection Service					
Abandoned Vehicles					
Medical Collections					
Highways (LCC)					
Fly Tipping					
Bonfire Removal					
Trade Waste					
Total	76	107	122	133	