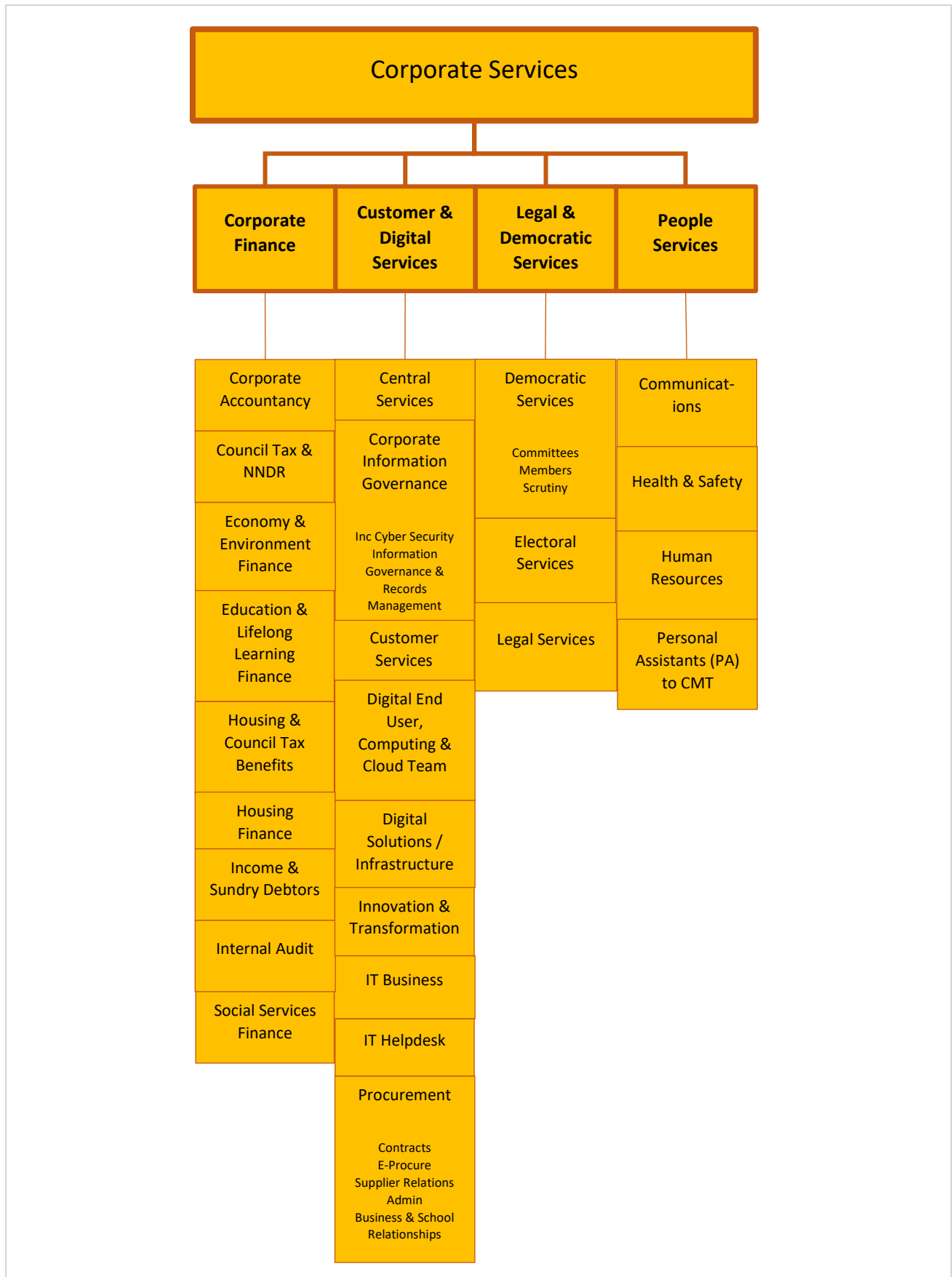


1. Directorate and Services

Diagram of Directorate and Service Framework



2. Number of complaints by Stage Type, Service, and Targets Met

Table showing summary of complaints by stage type reference

Stage Type	Count	Count Completed in Target Times	Percentage Completed in Target Times
Stage 1	9	8	88.88%
Stage 2	1	0	0%
Escalated Stage 1 to 2	3	3	100%
Totals	13	11	84.61%

Table showing how the complaints were received

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	2	0	1
Email	6	1	2
Letter	1	0	0
On-line	0	0	0
Contact Centre	0	0	0
Other	0	0	0
Totals	9	1	3

Tables showing summary of complaints by service, for each stage type

Service	Count Stage 1	Count Completed in Target Times	Percentage Completed in Target Times
Electoral Services	1	1	100%
Customer Services	1	1	100%
Corporate Finance	7	6	85.71%
Totals	9	8	88.88%

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Legal Services	1	0	0%
Totals	1	0	0%

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Customer Services	1	1	100%
Corporate Finance	2	2	100%
Totals	3	3	100%

Corporate Services complaints which are not Corporate Finance comprises of 1 complaint for Legal Services which was a stage 2, 1 for Electoral Services which was a stage 1 and 1 complaint for Customer Services which escalated to stage 2.

The target was not met on the complaint for Legal Services as further investigations were necessary but the complainant would not agree to an extension.

In relation to Corporate Finance, target dates were met apart from one stage 1 where unfortunately the complaint had been sent around various other departments before being received by Council Tax

3. Key complaints - Identified by Type or Theme

List of key specific types, or themes, of repetitive, or pertinent complaints received during this reporting period.

There have been no trends identified within corporate services and the complaints cover a range of issues including the following:-

Correspondence issued in English only, making a complaint via the telephone in Welsh and the information on the website regarding the complaints process.

Procedural matters regarding an item considered at a scrutiny committee which were investigated and not upheld.

The process regarding a bulky waste collection and the refunds policy which was not upheld.

Corporate finance complaints relating to council tax matters, details of lessons learned are set out below but there were no there were no particular themes, repetitive or pertinent complaints received.

4. Number by of Complaints by Category

Table showing complaints by Commissioner Case Type, for prescribed Categories

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	4
3 Delay in Service Provision	0
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	0
5a Following Council Policies	1
5b Following relevant Legislation	0
6 Accessibility of Services	0
7 Clarity/Accuracy/Timeliness of information	5
8 Quality of Work	0
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11 Combination of categories	3
Totals	13

5. Number of Complaints by Outcome and Lessons Learned

Table showing number of complaints Upheld and Not Upheld

Service	Upheld	Not Upheld
Electoral Services	1	0
Customer Services	0	2
Corporate Finance	4	5
Legal services	0	1
Totals	5	8

The following table shows examples of lessons learned, with comments on key findings, resulting from the complaints in this reporting period, that may help curtail, prevent, or impede future repeats.

Nature of Complaint	Lessons Learned	Category
An Electoral Services letter sent out not being bilingual and there were also issues raised regarding making a complaint in welsh over the telephone as the officer did not speak welsh. Also information regarding the complaints process on the website.	It was accepted that the form should have been provided bilingually and an apology given. The complainant was informed that calls can be transferred to the welsh language department for complaints to be taken in welsh. The complainant was also advised that the information on the website would be reviewed and updated.	7 Clarity/ Accuracy/ Timeliness of information
Council Tax –The complainant was being asked to pay council tax but had already spoken to an officer previously who advised that the account was clear.	To use the points raised in this complaint for staff training and development namely as follows. Currently staff are instructed to enter a note on the Council Tax computer system, however this is not always done if the telephone enquiry is routine in nature. Having call recording in order to listen back to the full telephone conversation would have allowed the Manager to listen to the full telephone conversation and the advice given during the call. This would help with staff training and development which in turn should lead to better customer service. Secondly the complainant was advised to put complaint in writing but this could have been registered over the telephone. Staff have been reminded of this element of the Council’s complaint procedure. Thirdly, the complainant was advised that calls are not recorded because of payment details and sensitive information. This is incorrect and again staff made aware of this so that they don’t mislead customers. The Council is working towards introducing call recording as a priority	7 Clarity/ Accuracy/ Timeliness of information
Stages 1 & 2: Social Services Finance - The complaint related to homecare charges and the way in which payments are collected.	The complaint highlighted that it could be made clearer to service users and their representatives when completing a Direct Debit Mandate that any services invoiced against an individual’s account will be collected through the same mandate and it is not	7 Clarity/ Accuracy/ Timeliness of information

	specific to the one service. As a result, we will take steps to make this clearer in the future.	
Council Tax –The complaint related to a request for a council tax refund on a deceased relative’s property and a request for information which had already been provided in an earlier email.	The staff member who dealt with second email should have checked and searched the inbox for the first email before contacting complainant again.	3 Delay in Service Provision 4 Officer/ Contractors Conduct with public (including sensitivity/ empathy of staff/ politeness)

6. Identified relationships to Equalities or Welsh Language

Table showing a count and list of findings resulting from the complaints in this reporting period, that specifically relate to the Equalities or Welsh Language protected characteristics.

Characteristic Strand	Count Stage 1, Stage 2 & Escalated 1 to 2
Age	0
Disability	0
Gender Reassignment	0
Marriage and Civil Partnership	0
Pregnancy and Maternity	0
Race	0
Religion/Belief or Non-belief	0
Sex	0
Sexual Orientation	0
Welsh Language	1
Totals	1

7. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

There were no ombudsman referrals for Corporate services.