

## 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	7	6	85%
Stage 2	2	2	100%
Escalated Stage 1 to 2	1	1	100%
<b>Totals</b>	<b>10</b>	<b>9</b>	<b>90%</b>

## Table showing how the complaints were received

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	1	0	
Email	6	2	1
<b>Totals</b>	<b>7</b>	<b>2</b>	<b>1</b>

## 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
Customer Services	2	2	100%
Corporate Finance	4	3	75%
Other – Combined	1	1	100%
<b>Totals</b>	<b>7</b>	<b>6</b>	<b>85%</b>

Service	Count Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Legal Services	1	1	100%
Corporate Finance	1	1	100%
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>100%</b>

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
Corporate Finance	1	1	100%
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>100%</b>

Corporate Services complaints which are not Corporate Finance comprises of 1 complaint dealt with by Legal Services relating to a disability discrimination issue which was a stage 2, and 2 complaints for Customer Services which were both stage 1.

In relation to Corporate Finance one target date was not met for a stage 1 due to a combination of Cost of Living payments taking priority, other urgent service delivery pressures and staff taking annual leave.

## 1. 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:-

Customer services dealt with two complaints which were concerning the following : - Delays in telephone calls being answered on main switchboard and Reception not able to call an officer to the reception from council tax as staff were not in the office

Legal services dealt with a complaint in relation to a Disability Discrimination issue.

There were no particular themes, of repetitive or pertinent complaints received in relation to Corporate Finance. For this period the Council Tax Section received the most complaints x 5, Housing Benefits x 1 and Accountancy x 1.

## 2. 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	1
3 Delay in Service Provision	2
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	0
5a Following Council Policies	0
5b Following relevant Legislation	1
6 Accessibility of Services	2
7 Clarity/Accuracy/Timeliness of information	2
8 Quality of Work	1
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11 Combination of categories	1
<b>Totals</b>	<b>10</b>

## 3. Number of Complaints by Outcome and Lessons Learned

Table showing number of complaints Upheld and Not Upheld

Service	Upheld	Not Upheld
Customer Services	1	1
Corporate Finance	3	4
Legal services	1	
<b>Totals</b>	<b>5</b>	<b>5</b>

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
<p>Stage 1: Council Tax – Complaint re communications received from CCBC resulting in a Court Summons being issued against the complainant, causing distress, impacting their credit rating and reputational damage. In addition experienced poor service in trying to contact the council due to phone line issues and calls being dropped.</p>	<p>Despite staff being given written instructions by a Team Leader about the recovery action being taken during September which included court summonses being issued on 26/09/22, this council tax payer was wrongly advised they had until the end of September to pay their overdue monthly instalments to avoid further action and have their account reset to bill stage and their future monthly instalment plan reinstated. The Team Leader has reminded staff of the importance of digesting and understanding all instructions issued about work deadlines that may impact our customers. In mitigation, the Team has been dealing with Cost-of-Living Support payments to over 66,000 households alongside their full-time roles this year.</p>	<p>7 Clarity/ Accuracy/ Timeliness of information</p>
<p>Stage 1: Accountancy - Complainant being issued with a cheque on 2 separate occasions with the surname excluded. Was not able to pay cheque into her bank account because of this and had previously advised the Authority of this exclusion.</p>	<ol style="list-style-type: none"> <li>1. Review of software updates to ensure that they have been applied correctly.</li> <li>2. Ensure staff review the cheques produced to ensure they are correct prior to issue.</li> </ol>	<p>8 Quality of work</p>
<p>Stage 1: Combined (Customer Services/CT) – Complainant sent cheque for April's Council Tax payment and there was a delay in processing this. This happened before and 2 months cheques went through together. No one appears to be answering his calls when querying these issues and all he gets is a text messages saying he hasn't paid. Complainant angry with the whole service and sick of excuses why his calls are not answered.</p>	<p>There were no lessons to be learned on the Council Tax issues raised:</p> <ul style="list-style-type: none"> <li>• Phone lines were very busy at the time. We apologised and to avoid holding the line, we suggested he call back later in the day when we tend to receive fewer calls.</li> <li>• If he was to continue to post us cheque payments, we asked him to send future payments on or before the due date which is the 15<sup>th</sup> of each month to allow more time for his cheques to be processed before our reminder letters are issued just over 2 weeks later. As an alternative to overcome the problem of him receiving his pension towards the end of each month we suggested a Direct Debit on the 25<sup>th</sup> of each month which was subsequently set up and is ongoing at this time.</li> </ul>	<p>7 Clarity/ Accuracy/ Timeliness of information</p>
<p>Stage1: Customer services – Complaint was about the delay in the main switchboard answering telephone calls</p>	<p>A thorough investigation and testing was undertaken both internally and with telephony supplier but were not able to identify what happened, it appears this was an isolated incident caused by a glitch on the system. Our queues are also constantly monitored</p>	<p>3 Delay in Service provision</p>

	by managers to ensure calls are being dealt with efficiently'	
	If this was to happen again we would again undertake the above	
Stage 2: Legal Services – A Disability Discrimination complaint and claim was received as a service area had not issued correspondence in the requested format and this error was made on more than one occasion.	The complaint was upheld in that the responses were provided on the incorrect format on more than one occasion; an apology was given and a single point of contact was identified to prevent these errors from happening in future. Where possible changes to our automated systems would be introduced to identify the way we receive and respond to contacts. Based on the facts of the case the claim was rejected but a nominal offer was made as a time and trouble payment for having to raise the issue with us.	6 Accessibility of Services

#### 4. 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	1
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	0
<b>Totals</b>	<b>1</b>

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

Service Area	Date received	Decision
Benefits	An email in April raising a complaint went into junk emails which was again received in May	Early Resolution – Apologise and confirm junk emails will be monitored in future.

#### For further information, please contact

Andrea Jones; Telephone number 01443 864221 or email [jonesa23@caerphilly.gov.uk](mailto:jonesa23@caerphilly.gov.uk)

Leigh Brook; Telephone 01443 863031 or email [brookl@caerphilly.gov.uk](mailto:brookl@caerphilly.gov.uk)