

**Title of Report :** COMPLAINTS MONITORING AND OVERSEEING

**Report of:** Chief Executive

**To:** Standards Committee

**Date:** Friday 6<sup>th</sup> January 2006

**Item No:** 8

**Purpose of report:** This report provides details of the Council's corporate complaints system. This Committee has asked for an overview role on complaints. This will be added to the powers and duties of the Committee when the current review of the Constitution is completed. The report shows the sort of detail and analysis of complaints at present presented to Scrutiny Committees. An overview report will be presented to this Committee at its April meeting.

**Recommendation(s):** The Standards Committee is recommended to note the contents of this report.

**Key decision:** No

**Portfolio Holder:** N/A

**Scrutiny Responsibility:** N/A

**Ward(s) affected:** All

**Report Approved by:** William Reed, Democratic Services Manager

**Policy Framework:**

1. At its last meeting (minute 17(2)) the Committee resolved that a report should be submitted to it at least annually on corporate complaints and that, among other things, the report should include year on year comparisons of complaints by number and by type.
2. The Committee's powers and duties do not contain a reference to complaints but this will be addressed in the Constitution review that is currently taking place. This report does not represent the annual report that the Committee asked for, partly because complaints monitoring is not yet the Committee's responsibility, but contains some details that will be of interest to the Committee as a prelude to taking an overseeing responsibility.

3. Annex 1A to this report is the Council's corporate complaints leaflet. Annex 1B is the Council's web page on complaints. The Committee will see that the leaflet describes what constitutes a complaint and what procedure applies when complaints are made.

Annex 2A to this report is a complaints monitoring report that went to the Community Scrutiny Committee on 6<sup>th</sup> December 2005. Annex 2B is the Committee's draft minute. From the report the Committee will see that complaints are analysed in some detail for Scrutiny Committees and taken seriously by them and by the Council.

4. We can provide a complaints monitoring overview report to the Committee meeting on 28<sup>th</sup> April 2006. Mike Newman will be present at today's meeting to talk to this report and answer questions. Subject to anything that comes out of discussion on this report the Committee is being asked to note its contents.

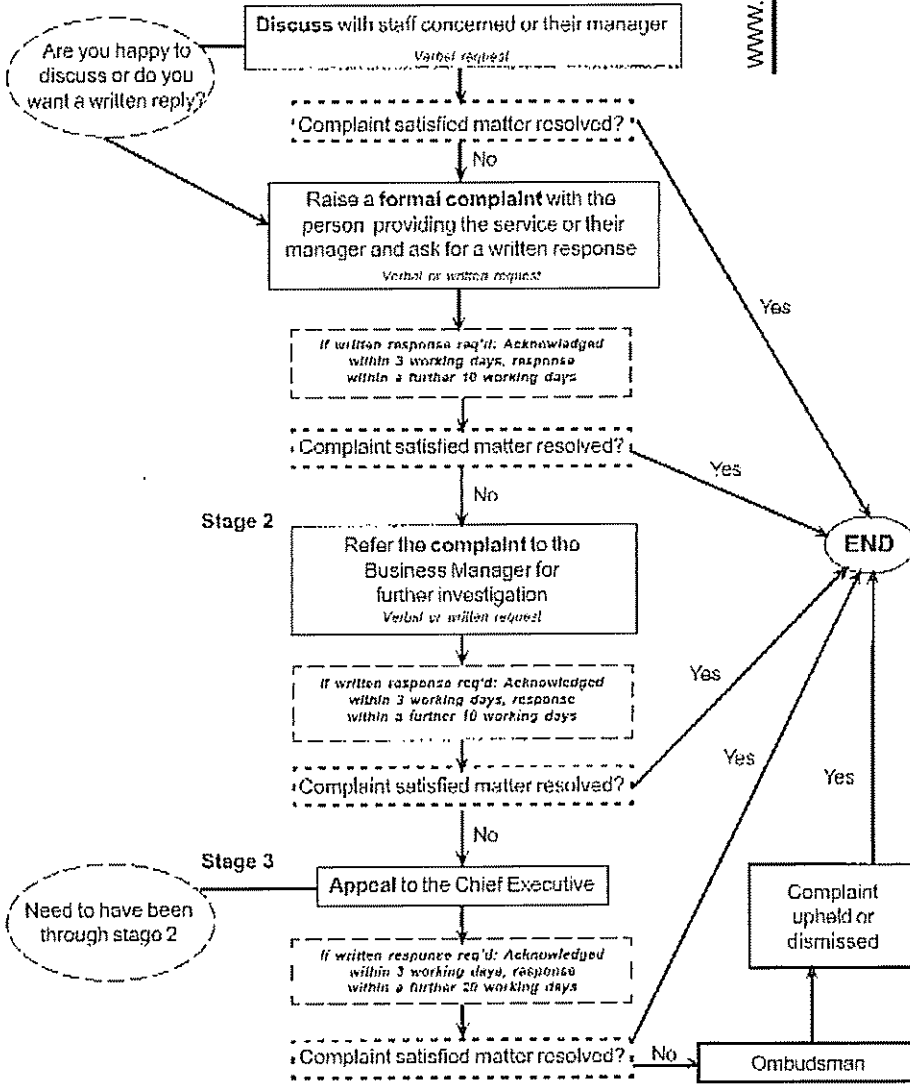
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**Background papers:** None

**Oxford City Council's Complaints Procedure**  
How we deal with complaints.

Stage 1



# I want to make a complaint

Your guide to the Council's complaints procedure



OXFORD

## Our Commitment

Our aim is to provide a quality service to you, our customer. We do our best to maintain our high standards and, hopefully, you will never have cause to complain. But occasionally things can go wrong. When they do, we want to know so that we can put it right as soon as possible.

To help us resolve any problems, we have a procedure which ensures all complaints are dealt with fairly and thoroughly.

## Definition

The council recognises that a complaint is any communication it receives about dissatisfaction with a service. The means of communication could be by letter, email, telephone, or in person.

## What is a complaint?

- When we failed to do some thing we agreed to do
- When we have done something wrong
- When we have treated you unfairly or rudely
- When you are concerned with the quality of the service we provide
- When we fail to provide information

## What to do...

You should normally complain to us within 12 months of the problem occurring

## If you have a complaint the following procedure usually applies

### STAGE 1

It is best to discuss the problem with the member of staff involved or their manager. This should be the fastest and most effective way to resolve the problem as they will try to resolve the matter with you at the time.

Alternatively, you can ask the Business Unit which provides the service to investigate the complaint and let you have a written response.

### STAGE 2

If you are not satisfied with the outcome, please ask for the Business Manager of the particular service to investigate and respond to your complaint.

### STAGE 3

If you are unhappy with the Business Manager's reply, please get back in touch. We can arrange for the Council's Chief Executive to take an independent view of your complaint and the solution we offered and respond accordingly.

Once you have exhausted the Council's procedure, if you remain unhappy then you can refer your complaint to the Local Government Ombudsman.

Once you have exhausted the Council's procedure, if you remain unhappy then you can refer your complaint to the Local Government Ombudsman.

## Our Local Ombudsman is:

Local Government Ombudsman

the Oaks No 2

Westwood Way

Westwood Business Park

Coventry

CV4 8JB

Phone: 024 7669 5999

Fax: 024 7669 5902

For more information ring on the Ombudsman adviceline or visit there website.

Adviceline: 0845 602 1983

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Our complaints procedure does **not** cover Business Unit schemes where you have a separate right of appeal. In these cases further information will be provided by the Business Units concerned.

## Who to contact

For help on finding contact details for any of the Oxford City Council's services or Business units please phone 01865 249811 and ask for assistance, look at our website at [www.oxford.gov.uk](http://www.oxford.gov.uk), or visit any of the Council's offices.

## Timescales

Our aim is to send an acknowledgement within 3 working days, and a response within a further 10 working days. If an issue can not be resolved within this timescale you will be advised of the reasons why and given a new deadline.

## Remember...

- An officer wants to resolve the situation, but is required to adhere to policy or procedures.
- Be polite and non threatening
- Document everything
- State your desired resolution

## Translation available

অনুবাদের স্বাক্ষর পাওয়া

提供有翻譯本

महत्वाचे तक्रारकर्ते हे

उत्तमो धीस मजले वस

اس کی ترجمان ہے

**Complaint Form**

Last Name: \_\_\_\_\_

First name: \_\_\_\_\_

Title: Mr  Mrs  Ms

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

E-mail: \_\_\_\_\_

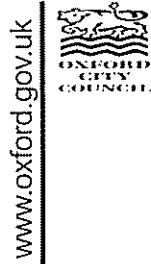
Business unit / Service: \_\_\_\_\_

Nature of complaint: \_\_\_\_\_

Details of complaint:

Preferred contact:

email  phone  letter



**Complaint Form (Continued)**

Have you made an enquiry about this subject before?

Yes / No / Not sure

If yes, Please say when: \_\_\_\_\_

And to whom: \_\_\_\_\_

What would you like the Council to do to resolve this complaint?

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Ethnic Background & Equal Opportunities Monitoring**

Ethnic Group: Self-classify

Gender: Male  Female

Disability: Do you consider you have a disability under the Disability Discrimination Act 1995? Yes  No

Decline to answer

**Please note:** We can only respond to enquiries or complaints which are related to Oxford City Council services or activities.

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OWNEX 13

**Oxford City Council**  
 PO Box 10, Oxford, OX1 1EN  
 Tel 01865 249811  
 Email [feedback@oxford.gov.uk](mailto:feedback@oxford.gov.uk)  
 Web <http://www.oxford.gov.uk/>

## How to complain about our services

Our aim is to provide a quality service to you, our customer. We do our best to maintain high standards and, hopefully, you will never have cause to complain. But occasionally things can go wrong. When they do we want to know so that we can put things right as soon as possible.

To help us resolve any problems, we have a procedure which ensures all complaints are dealt with fairly and thoroughly.

If you have a complaint the following procedure applies:

1. It is best to talk through the problem with the member of staff involved or their manager. This should be the fastest and most effective way to deal with the problem as they will try to resolve the matter with you at the time.  
Alternatively, you can ask the member of staff involved or their manager to let you have a written response.
2. If you are not satisfied with the outcome, please contact the Business Manager of the service concerned. The Business Manager will then investigate and respond to your complaint.
3. If you are unhappy with the Business Manager's reply, contact the Chief Executive who will investigate and take an independent view of your complaint and the solution offered.

You can complain to Oxford City Council by:

- filling in and returning an Oxford City Council complaints form (available to download from the 'related documents' section on the right hand menu or from any Oxford City Council reception area)
- detailing your complaint in a letter
- calling us to let us know the nature of your complaint and asking for assistance so we can direct the complaint to the most appropriate officer
- emailing your complaint to us

Contact details are at the foot of this page.

### What to do if you are still not happy

To contact the Chief Executive, please write, email or fax using the contact details at the foot of this page.

### When can I expect to receive a reply?

If you visit the Council to complain, we will try to deal with the matter immediately. If this is not possible or you write to us we will aim to send an acknowledgement letter within three working days and a full response within a further 10 working days. If we cannot resolve the issue within this time scale you will be advised of the reasons why and given a new deadline.

### If I'm still unhappy?

If you have exhausted the Council's procedure and you are still not satisfied you can refer the matter to the Local Government Ombudsman. The Ombudsman is not part of Oxford City Council but will have an independent view.

The service is confidential and free of charge. Contact us to send you a copy of the leaflet "How to Complain to the Ombudsman", using any of the means of contact referred to below, or collect one from any Oxford City Council reception area.

To submit a complaint to us contact:

<b>Phone:</b>	01865 249811
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Report to: Community Scrutiny Committee on 24<sup>th</sup> November 2005

**Quality Improvement System – Analysis of Corporate Complaints 2005 – 2006**

<b>Report of:</b>	Chief Executive	
<b>Report Author:</b>	Michael Newman, Corporate Secretariat Manager Tel: 01865 252140 E-mail: <a href="mailto:mnewman@oxford.gov.uk">mnewman@oxford.gov.uk</a>	
<b>Lead Member Responsible:</b>	Councillor A. Hollingsworth	<b>Wards Affected:</b> All
<b>Scrutiny Committee Responsibility:</b>	Community	
<b>Key Decision:</b>	No	
<b>Summary and Recommendations</b>		
As part of the Council's quality improvement system, this report provides statistical information and analysis of customer feedback through complaints received by the Council for the period from 1 <sup>st</sup> April to 30 <sup>th</sup> September 2005 and provides some commentary and analysis on comparative information for 2004/2005.		
The Committee is asked to note and comment on the report.		

1. Introduction

- 1.1 At its meeting on 26<sup>th</sup> May 2005, the Committee received a report that provided statistical information and analysis of complaints received by the Council in the second half of the year 2004/2005 and commentary and analysis for the whole year.
- 1.2 The current report provides similar information for the first half of the current year and, where readily available, comparative figures for last year.

2. Quality Improvement System

- 2.1 Complaint handling is part of a wider quality improvement system, which has the aim of helping to ensure that feedback from customers, whether good or bad, can drive and influence service improvements. As such, the Council welcomes any feedback. Receiving large numbers of complaints should not be seen, as in the past, as negative but instead as a means of engaging with customers. Only by knowing the faults can changes for the better be made.
- 2.2 Committee is reminded that the handling of complaints is undertaken either within business units themselves (Stages 1 and 2) or by the Chief Executive and Strategic Directors (Stage 3).
- 2.3 Details of complaints received at Stages 1 and 2 since 1<sup>st</sup> April 2005 have been gathered largely by using the CorVu performance management system. Some data has been provided from other records, which vary across business units. Business Managers have provided the commentary on significant trends, which have been apparent from the numbers of complaints received in their respective business units and the action they took as a result.

2.4 The Chief Executive and the Corporate Secretariat Manager continue to meet on a regular basis to review and analyse complaints and other feedback data available. These meetings include, where appropriate, discussion with relevant Business Managers and complaint officers when information is required to explain trends and actions that have been taken because of the feedback received.

### 3. Analysis of Complaints Received

3.1 Appendix 1 provides summary details of complaints received at Stages 1 and 2 and the actions taken in respect of justified complaints for the first six months of 2005/2006. Comparative data for last year was not available when the report was prepared.

3.2 Tables 1, 2, 3 and 4 in Appendix 2 provide an analysis of the complaints handled by the Chief Executive and Strategic Directors in accordance with Stage 3 of the Council's complaints procedure. Information is categorised as follows:

- a. Breakdown by business unit and whether or not the complaint was justified (Table 1);
- b. The nature of the complaint (Table 2)
- c. The action taken by the Council where the complaint was deemed to be justified (Table 3);
- d. The result of the reply being sent (Table 4).

In addition to the totals for the first six months of the current year, comparative information is provided for the first half of last year and full year figures.

3.3 Appendix 3 provides information in respect of decisions made by the Local Government Ombudsman between 1<sup>st</sup> April and 30<sup>th</sup> September 2005 for complaints referred to the Council.

### 4. Commentary on Complaints Received and Notable Trends

#### 4.1 General Comments

4.1.1 Committee is reminded that not only are complaints welcomed as a method of feedback but the number that are received at each of the stages does need to be viewed in the context of the variety of services the Council provides and the number of decisions it takes on behalf of the citizens of and visitors to Oxford. Therefore, complaint numbers need to be compared to such as the following: 1,800 planning applications handled per year, a stock of some 8,000 homes managed, 8,000 bins emptied per day, 30,000 benefit claim transactions in a year and, in more general terms, the wide range of services it provides for the city's 54,000 households, 100,000 workers and 7.6 million visitors a year.

4.1.2 A number of complaints are received because decisions taken by the Council in its number of regulatory roles are disputed. Planning, Environmental Health and Housing Services are business units that have received complaints in this category. However, as long as there has been adherence to proper procedures and staff have acted in the proper manner, these complaints would not be considered justified.



4.1.3 It is hoped that where serious complaints are justified the issues will have been tackled at business unit level (at either Stages 1 and 2) and appropriate action taken. As advised to Committee previously, the number and nature of complaints referred to Stage 3 of the process does not suggest that Business Managers are ignoring service improvements that might be necessary.

#### 4.2 Stages 1 and 2

4.2.1 The information in respect of complaints handled within business units, not unsurprisingly has continued to show that highest numbers of complaint are received in business units that provide frontline services to the greatest number of the public – City Works, Housing, Revenues and Benefits, Leisure and Parks and Oxford Building Solutions.

4.2.2 The following trends have been reported by business units:

i. Leisure & Parks

Some seasonal trends are evident and relate to service delivery. Most are in respect of grounds maintenance and are swiftly rectified, and occur mainly in the summer months. During autumn, there are more complaints that relate to tree work.

Some complaints have been received about the Cemetery Service. This is not considered surprising given the Memorial Inspections taking place in all cemeteries.

As the majority of complaints have related to service delivery, few have resulted in policy reviews.

ii. Housing Services

It is difficult to draw any meaningful conclusions from such a low level of recorded complaints, particularly given the even lower level of those deemed justified. In the next few months Housing Services will be developing an improved system for recording customer comments of all types, with the intention of ensuring its customers' views continue to help to drive forward service improvements in all areas of its business.

iii. City Works

The City Works figures, in particular, need to take account of the extent of the business unit's operations. It services about 234,000 properties with a cumulative figure of approximately 600,000 customers every month. There is an average of 478 complaints per month over the six-month period of April 2005 to September 2005. 465 of these complaints were categorised as missed bins by refuse teams. However, the number of justified missed bins is difficult to quantify. The crew may have actually missed a resident's bin but, equally, the resident may not have put bins out on time, or may have been presenting non-domestic waste. No separate quantification has taken place.

A series of "deep cleans" has been undertaken over the past year on various streets within the city. This has led to a higher expectation from customers who have experienced, or seen the results of this work.

City Works responds to all correspondence in full, initially sending an acknowledgement by post within 24 hours of receipt, confirming that the complaint has been received and is being investigated.

Trends of complaints are received from the support team and are reported every month at the City Works Operational Managers Group. At this forum, Area Managers discuss trends and act to resolve them.

iv. Oxford Building Solutions (OBS)

An equal number of general repairs complaints were received for the corresponding periods for 2004/2005 and 2005/2006. As is always the case, the majority of complaints were regarding service delivery issues within the general repairs section. This reflects the fact that most of the work carried out by OBS is general repair work.

During the period, the number of complaints has continued to reduce. Whilst they have remained generally about service delivery, there are no common themes that require policy changes or changes to work schedules.

All complaints received were successfully dealt with at Stage 1.

In several cases, the full 10 days was used to respond to the complaint because of the nature of the issues raised and the time taken to investigate. However, the average response time in 2005/2006 was 6.7 days compared with 9.1 days in 2004/2005. If it appears to be unlikely that a complaint will be resolved within the 10 working days, a second holding letter will be sent to the complainant. The letter informs the complainant that the matter is still being progressed and they will receive a response as soon as possible.

OBS has put in place improved measures to ensure that all complaints, both verbal and written are captured from 1<sup>st</sup> October 2005 so that the information can be used to drive further service improvements.

OBS also records the number of thank you letters received, and during the period (April to September), 161 were received.

v. Revenues & Benefits

*Ongoing Trends:*

If it is found that a mistake has been made, in whole or in part, an apology will be given and the error corrected. For those instances where a customer is unhappy with the decision taken but the Council has enacted its responsibilities properly, these will not be considered as justified complaints. However, the complainant will be provided with an explanation of the situation. It is quite common for people to complain when their Appeal rights have lapsed. This is partly just to express their annoyance at not obtaining the extra money they had

sought and partly as an alternative means of redress. Complaints in such circumstances are usually unjustified. Most dissatisfaction with the service relates to a delay, which may often be the result of the customer having not provided the necessary information, and, therefore, is usually beyond the Council's control. Many disputed decisions are due to the claimant feeling the decision is unfair. Whether the Council believes the decision is harsh or not is irrelevant. If it is legally correct, the Council has enacted its responsibilities accurately.

*Recent Trends:*

It is noticeable that the number of complaints appears to be on the rise. However there is no single reason for this.

- 1) It would seem that there has been an increase of repeat complaints from a small number of individuals. These complaints are usually not justified. It has been considered that some replies may not be sufficiently detailed, thereby resulting in additional complaints. However, this is not the case because most of the complaints are about different aspects of the situation.
- 2) Fewer letters are being received from the Citizens Advice Bureau (CAB), or any other advice agencies. This may suggest that people are complaining when they are really seeking an explanation of the situation. This would appear to agree with a recent e-mail from a new Manager at CAB who has specifically stated fewer people are attending their offices early enough in their benefit journey. An email has been sent to all appropriate departments about this, encouraging early referrals and this is likely to form part of future Voluntary Group Meetings.
- 3) Stricter policy on data protection has on occasion created additional delays in replying.
- 4) There have also been a number of justified complaints that have resulted, at least in part, from mistakes, which may be due to the significant number of new, or less experienced, staff. Delays have also occasionally appeared as a cause of a complaint but this has not increased substantially. New staff training and development is continuing and developing to overcome this. As the officers dealing with complaints have become more experienced, they have begun amending mistakes instead of referring the claimants to the Appeals Team for Reconsiderations. This improves the speed at which customers who have had mistakes in the processing of their claims have these errors corrected.
- 5) The number of complaints that have escalated to second stage has declined. This is supported by the fact that fewer customers are telephoning about their complaint letters, implying that they are satisfied with the reply or at least acting on the advice given, rather than continuing to complain. This may appear to contradict the point that the number of repeat complaints is on the rise. However, a complaint only becomes a second stage complaint if they complain again about the same issue and/or are extremely unhappy. Neither second stage complaints in the half-year were justified.

### *Summary:*

In general, that whilst the volume of complaints may have increased in number the responses appear to have addressed customers' concerns. Greater use of working with partners, such as CAB, is proving important to ensure that claims are accurately assessed first time in a manner that makes the customer feel involved as much as possible.

### vi Planning

The comparatively low figures hide the volume of correspondence relating to complaints that Planning handles. The majority of complaints generally generate several exchanges of correspondence as complainants often demonstrate a reluctance to accept the explanation given and raise additional points. Most complaints relate to decisions to grant planning permission with which the complainant disagrees and feels aggrieved and seeks to blame Planning for recommending or approval of applications on spurious grounds or showing a disregard for the comments of local residents. A common complaint relates to perceived breaches of the 45 and 25-degree guidelines for extensions and a reluctance to accept that the guidelines are guidelines rather than absolute limits. A minority of complaints relate to lack of consultation when an application is made in that a particular resident feels they ought to have been consulted although they may live at a considerable distance from the application site. The figures also demonstrate a seasonal low, as complaints in the summer months are lower than for the remainder of the year.

#### 4.3 Stage 3 Complaints

- 4.3.1 The number of complaints received at Stage 3 level has again increased. For the first six months of the year, the total is up to 59 from the 42 received in the same period last year. Most notably, complaints relating to OBS have increased from four to 10 and Planning from three to eight.
- 4.3.2 However, the number of complaints considered justified rose by only one, from 11 to 12, for the corresponding period.
- 4.3.3 The amount of Stage 3 complaints about City Works does not reflect the volume of complaints it receives at Stages 1 and 2. This suggests that the business unit has an effective complaint handling system that means referral to Stage 3 is not necessary.
- 4.3.4 The number of complaints that relate to disputed decisions/disagreements and dissatisfaction with service delivery both showed an increase. This, in part, again demonstrates the willingness of customers to now more readily complain than in the past when they are not satisfied with the services provided by the Council. Where those complaints were justified, though, it shows that the service being provided was below a satisfactory standard.
- 4.3.5 The majority of justified complaints were classified as dissatisfaction with service delivery. However, the numbers for each business unit in this category are too low to identify any particular concerns at this time. Although five of the 10 justified complaints in this category relate to OBS and are in respect of repair works not being undertaken, upon investigation, no common reasons for the delays and works not proceeding were apparent.

- 4.3.6 Complaints continue to be received because the complainant disputes the decision the Council has taken on a particular matter (e.g. in respect of a planning application, or on a housing matter). The vast majority of investigations into this particular category has continued to show that matters have been handled properly, 21 out of the 24 received being determined as not justified.
- 4.3.7 Some complaints about Planning have been received because it would appear that some people have complained because they are under the impression that if they object to a planning application, then the application will be refused. When approval has then been granted, they submit a complaint. As long as the proper procedure has been followed by officers then the complaint will not be upheld.
- 4.3.8 Complaints about staff conduct have remained small. There has been a slight reduction in 2005/2006 for the same period in 2004/2005. Of the seven received, one was considered justified. However, five complaints in this category are still to be determined.
- 4.3.9 The main method of resolution of the complaints that were justified was to undertake the work about which the complaint was made. Although not also shown separately in the apology category, apologies were given in these instances, where appropriate.
- 4.3.10 As previously, the majority of people who were sent a response to a Stage 3 complaint did not pursue the matter further, which as has been pointed out in previous reports, does not signify the complainant is satisfied with the outcome. A relatively small number, three, referred their complaint to the Local Government Ombudsman. To date, a decision has been made in only one case, the Ombudsman finding no evidence of maladministration by the Council.
- 4.3.11 Several complainants have disputed the findings of the investigation. As a result, in some cases further investigations have been undertaken (the ongoing category). In other instances, the complainant has been informed that the matter is closed as far as the Council is concerned.

#### 4.4 Ombudsman Complaints

- 4.4.1 The number of complaints referred to the Ombudsman remains very low and the downward trend appears to be continuing. The number of cases where the Ombudsman found against the Council also continues a downward trend. The local settlement resulted in a Business Rates debt being written off.

## Appendix 1

### Summary details of complaints received at Stages 1 and 2

Business Unit	Staff Behaviour	Dispute	Service Delivery	Policy	Total
Audit and Risk	0	0	0	0	0
Built Environment	0	0	0	0	0
Business Systems	0	0	0	0	0
City Works	Information not yet received				
Customer Services	5	3	0	0	8
Environmental Health	2	2	6	2	12
Facilities Management	0	0	0	0	0
Finance and Asset Management	Information not yet received				
Housing Services	22	3	12	1	38
Human Resources	0	0	0	0	0
Legal and Democratic	0	0	0	0	0
Leisure & Parks	11	26	43	3	83
Neighbourhood Renewal	0	0	0	0	0
Oxford Building Solutions	14	0	51	0	65
Planning	0	18	3	0	21
Revenues and Benefits	1	28	44	7	80
Strategy and Review	0	0	0	0	0
Transport and Parking	2	0	0	0	2
<b>Total</b>	<b>57</b>	<b>80</b>	<b>159</b>	<b>13</b>	<b>309</b>

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**Response to Justified Complaints** (NB - \* Figures include where more than one response made to individual complaint and includes data of complaints from previous year determined in the current year and considered justified)

Business Unit	Apology	Compensation	Work Undertaken	Service Review	Policy Review	Total
Audit and Risk	0	0	0	0	0	No complaints received
Built Environment*	11	1	2	2	0	16
Business Systems	0	0	0	0	0	No complaints received
City Works	Information not yet received					
Customer Services*	8	0	0	1	0	9
Environmental Health	2	0	0	1	0	3
Facilities Management	0	0	0	0	0	No complaints received
Finance & Asset Management	Information not yet received					
Housing Services	10	2	26	0	0	38
Human Resources	0	0	0	0	0	No complaints received
Legal and Democratic	0	0	0	0	0	No complaints received
Leisure and Parks	18	1	30	4	1	54
Neighbourhood Renewal	0	0	0	0	0	No complaints received
Oxford Building Solutions*	37	1	40	0	0	78
Planning	0	0	0	0	0	No justified complaints
Revenues and Benefits	5	0	20	0	0	25
Strategy and Review	0	0	0	0	0	No complaints received
Transport and Parking	0	0	0	0	0	No justified complaints
<b>Total</b>	<b>91</b>	<b>5</b>	<b>118</b>	<b>8</b>	<b>1</b>	

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## Appendix 2

### Responses from the Chief Executive and Strategic Directors (Stage 3)

#### 1. Analysis by Business Unit

Business Unit	2004/2005		2005/2006	Justified		2005/2006
	2004/2005		2005/2006	2004/2005		2005/2006
	1.4.04-30.9.04	Total	1.4.05-20.9.05	1.4.04-30.9.04	Total	1.4.05-30.9.05
Planning	3	13	8	0	1	2
Housing	11	16	12	3	4	2
Environmental Health	3	4	5	1	1	0
Finance & Asset Management	5	9	7	3	3	0
Human Resources	2	2	0	0	0	0
Revenues & Benefits	3	5	1	1	2	0
City Works	2	7	5	2	4	2
Neighbourhood Renewal	5	10	3	0	3	0
Leisure & Parks	0	2	3	0	1	0
Transport & Parking	1	2	1	0	0	0
Legal & Democratic	2	7	3	2	2	1
OBS	4	7	10	1	2	5
Chief Executive's	0	1	1	0	1	0
Business Systems	1	1	0	0	1	0
<b>Total</b>	<b>42</b>	<b>86</b>	<b>59</b>	<b>14</b>	<b>25</b>	<b>12</b>



2. Nature of Complaint

Nature	2004/2005		2005/2006	Justified		
	2004/2005		2005/2006	2004/2005		2005/2006
	1.4.04-30.9.04	Total	1.4.05-20.9.05	1.4.04-30.9.04	Total	1.4.05-30.9.05
Staff Behaviour/Attitude	8	13	7	5	6	1
Disputed Decision/ Disagreement	11	24	24	0	1	1
Dissatisfaction with Service Delivery	18	38	28	8	18	10
Related to Policy Decision	0	0	0	0	0	0
<b>Total</b>	<b>37</b>	<b>75</b>	<b>59</b>	<b>33</b>	<b>25</b>	<b>12</b>

3. Action Taken when Complaint Justified

Action	2004/2005		2005/2006
	1.4.04-30.9.04	Total	1.4.05-30.9.05
Apology/ Explanation	8	13	3
Compensation Paid	0	0	0
Service Change	3	3	1
Service Review	0	0	0
Policy Review	0	0	0
Work Undertaken	0	6	8
<b>Total</b>	<b>11</b>	<b>22</b>	<b>12</b>

4. Responses from Complainant

Complainant Response	2004/2005		2005/2006
	1.4.04-30.9.04	Total	1.4.05-30.9.05
No Further Response Rec'd	17	39	26
Referred to Ombudsman	3	3	3
Ongoing	5	13	7
Outcome Accepted	2	3	2
Complaint disputed Findings	4	10	10
<b>Total</b>	<b>31</b>	<b>68</b>	<b>48</b>

## Appendix 3

### Ombudsman Cases 2005/2006 – Decisions Issued

#### 1. Analysis by Business Unit

Business Unit	2004/2005		2005/2006
	1.4.04-30.9.04	Total	1.4.05-30.9.05
Housing	5	6	1
OBS	2	2	1
Planning	2	5	5
Revenues & Benefits	2	3	2
Leisure & Parks	1	1	2
Built Environment	1	1	0
Neighbourhood Renewal	1	1	0
Finance & Asset Management	1	1	1
City Works	0	1	0
Human Resources	0	1	0
<b>Total</b>	<b>15</b>	<b>22</b>	<b>12</b>

#### 2. Analysis by Business Unit

Category	Number	Breakdown by Business Unit
Premature	3	1 OBS 1 Planning 1 Housing
No Maladministration	4	4 Planning
Local Settlement	1	1 Revenues & Benefits
Ombudsman Discretion	2	2 Leisure & Parks
Ombudsman Jurisdiction	2	1 Revenues & Benefits 1 Finance & Asset Management
Reports	0	
<b>Total</b>	<b>12</b>	

Extract from the draft minutes of the Community Scrutiny Committee of 6<sup>th</sup>  
December 2005

**73. COMPLAINTS MONITORING – FIRST SIX MONTHS**

The Chief Executive submitted a report (previously circulated, now appended), concerning customer feedback and complaints received by the City Council for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2005.

Resolved:-

- (1) To note the report;
- (2) To ask for further clarification of the following points:-
  - (a) Whether or not the CorVu system was in use.
  - (b) Noting that Oxford Building Solutions had recorded 161 letters of praise and thanks during the first six months, was it considered that praise should be recorded in future as well as complaints?
  - (c) In view of the lack of clarity of Appendix 1, in that no complaints were recorded for the Built Environment Business Unit (for example), but eleven apologies were still given by this Business Unit, this information should be double-checked.
  - (d) Could complaints received by Councillors could be fed into the system, as several members felt this to be important.

To ask Mike Newman (Corporate Secretariat Manager,) to respond by email to members of the Committee concerning the above