

Appendix 1: Complaint Handling Performance Tables

Complaints Received

OCC

Month	Stage 1	Stage 2	Total
Apr	8	0	8
May	15	2	17
Jun	11	2	13
Jul	4	1	5
Aug	10	1	11
Sep	10	1	11
Total	58	7	65

ODS

Month	Stage 1	Stage 2	Total
Apr	16	0	16
May	43	0	43
Jun	12	0	12
Jul	31	1	32
Aug	31	2	33
Sep	27	0	27
Total	160	3	163

Complaint Outcomes

OCC*

Month	Withdrew	Not Upheld	Partially Upheld	Upheld	Total
Apr	0	7	3	4	14
May	1	3	5	8	17
Jun	0	3	4	10	17
Jul	0	1	2	4	7
Aug	0	1	6	7	14
Sep	0	2	6	1	9
Total	1	17	26	34	78

ODS*

Month	Reassigned	Not Upheld	Partially Upheld	Upheld	Total
Apr	6	2	1	7	16
May	6	9	10	18	43
Jun	1	3	2	6	12
Jul	2	9	6	15	32
Aug	0	6	7	20	33
Sep	2	13	3	9	27
Total	17	42	29	75	163

* Based on cases closed in period

Complaints by Service Area

OCC

Service Area	Complaints
ASBIT	5
Contact Centre	1
Home Ownership	1
Legal Services	1
ODS	1
OX Place	1
Property Services	15
Tenancy Management	40
Total	65

ODS

Service Area	Complaints
Carpenters	15
Customer Services	11
DA	1
Electrical	11
Fencing	3
Flooring	1
Gas	11
Glazier	3
Grounds Maintenance	1
Groundworks	2
Highways	1
Inspection	1
Painting	5
Planned Works	9
Planning	13
Plastering	8
Plumber	22
Property Services	15
Reassigned	17
Road Works	1
Roofer	10
StreetScene	1
Waste Household	1
Total	163

Key Themes

OCC

Key Theme	Complaints
Behaviour	5
Communication	11
Quality	3
Service	46
Total	65

ODS

Key Theme	Complaints
Communication	68
Other	50
Quality	14
Service	31
Total	163

Compensation Paid

Month	Compensation
Apr	£1,450.30
May	£2,350.00
Jun	£786.00
Jul	£100.00
Aug	£650.00
Sep	£150.00

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