

REPORT TO: FINANCE & MANAGEMENT

AGENDA ITEM: //

DATE OF MEETING: 22nd November 2001

CATEGORY: DELEGATED/

REPORT FROM: CHIEF FINANCE OFFICER

MEMBERS' CONTACT POINT: TERRY NEAVES (5800)

DOC: s:\cent_serv\committee reports\finance and management\22 nov 2001\complaintstjn.doc

SUBJECT: COMPLAINTS

REF: TJN/CTS

WARD(S) AFFECTED: ALL

TERMS OF REFERENCE: CE6

1. Recommendations

1.1 Members are asked to note the contents of this report.

2. Purpose of Report

2.1 This report provides a summary of the official complaints received by the Council over the last six months.

3. Detail

3.1 The table below lists the official complaints received by the Council over the last six months.

3.2 Members should also be aware that the majority of the complaints listed below were submitted by the same complainants.

Complaint Ref	Date	Nature of Complaint	Current Stage
34	14 June	Attitude of Member of Staff	Complainant appears satisfied with stage 2 letter
38	15 Aug	Housing Department Staff	Stage 2 letter sent
39	29 Aug	Attitude of Member of Staff/Outstanding works	Repairs undertaken – Complainant appears satisfied with stage 2 letter
40	14 Sept	Trading of goods from council properties	Pending with Chief Executive
41	17 Sept	Failure to repair	➤ Referred to Social Services Occupational Health ➤ Action taken to replace handrails ➤ Letter explaining position on repairs sent
42	18 Sept	Housing – Removal of Disabled Person's Handrails	
43	21 Sept	Failure to repair	

3.3 The table below lists the official complaints put before the Ombudsman in respect of South Derbyshire over the last six months.

Complaint Ref	Date	Nature of Complaint	Current Stage
1	28 June	Building Control	Awaiting Ombudsman Decision
2	18 July	Complaint against Planning Department	Settled by "Ombudsman Discretion"
3	24 July	Non-Display of Election Notices	Outside jurisdiction of Ombudsman

3.4 In the past Members have expressed concern that official complaints do not provide the full picture of how customers view our services.

3.5 With this in mind the current report now includes information on two other key service areas who deal with the public on a regular basis.

3.6 The table below records calls received from the public concerning the service delivered by the DSO.

3.7 Information is provided for the first six months of 2001/2 as well as the previous financial year for comparison.

3.8 As may be expected most of the complaints relate to missed wheeled bin collections.

DSO	12 months to 31/3/2001	6 months to 31/9/2001
Refuse – Domestic	584	239
Refuse – Other	39	25
Cleansing	2	10
Grounds Maintenance	36	16

3.9 In the case of Environmental Health the table below records "complaints" of a different nature. They are not about the service provided by the Environmental Health Department but reflect request for service/help.

Environmental Health	12 months to 31/3/2001	6 months to 31/9/2001
Nuisance complaints		352
Non Nuisance complaints		517
Total complaints	1349	869
Pest Control Complaints	1577	728

4. Financial Implications

4.1 None directly stemming from this report, although clearly a rising number of requests for service to Environmental Health, increases pressure on resources within that Division.

5. Conclusions

5.2 It has already been stated that the Council receives few official complaints, nevertheless this report begins to show the range of requests for service/help made by the public for key Council services.

6. Background Papers

Register of Complaints.

