

APPENDIX 1

Summary of Comments, Compliments & Complaints by received by Service area 2009-10

	Stage 1								Stage 2	Stage 3	Total
	Behaviour	Charges	Discrimination	Misinform.	Other	Perform	Speed	Total	Total		
Chief Executive's Office											
Communications	0	0	0	3	9	6	3	21	0	0	21
Legal & Democratic	3	0	0	1	0	1	1	6	1	0	7
Corporate Policy & Performance	0	0	0	0	0	1	0	1	0	1	2
City Development & Economy	1	0	0	0	4	0	0	5	1	1	7
Communities Health & Care											
C&R	2	0	0	0	0	0	0	2	0	0	2
Resources											
Performance and Plan	0	0	0	0	0	0	0	0	0	1	1
Customer Services	57	0	0	7	6	6	3	79	9	4	92
Property & Procurement	2	0	0	0	3	1	0	6	0	1	7
Exchequer Services	1	1	0	0	0	0	0	2	0	0	2
Risk and Insurance	0	0	0	0	0	0	0	0	1	0	1
Local Taxation	5	20	1	10	112	11	5	164	39	12	215
Housing Benefits	19	2	1	0	4	36	0	62	10	2	74
HR	1	0	0	0	0	1	0	2	0	0	2
Cash Office	1	0	0	0	0		0	1		0	1
Environment											
Waste & Fleet Transport	22	2	0	0	19	55	0	98	5	2	105
Planning & Sustainability	6	1	0	5	19	6	3	40	13	9	62
Highways & Parking	7	6	2	1	35	17	9	77	2	0	79
Environmental Health & Consumer Protection	1	2	0	0	8	2	4	17	3	3	23

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	Stage 1								Stage 2	Stage 3	
	Behaviour	Charges	Discrimination	Misinform.	Other	Perform	Speed	Total	Total	Total	Total
Smart Cities	0	0	0	0	1	0	0	1	0	0	1
Transport	1	0	0	0	0	2	0	2	0	0	2
Neighbourhoods											
Housing Management	13	0	1	0	25	32	4	75	9	3	87
Housing Solutions	4	1	4	5	7	7	3	31	6	4	41
Decent Homes	20	2	0	1	10	98	9	140	7	0	147
Neighbourhood Services	6	0	0	0	9	12	2	29	2	2	33
Leisure & Culture	7	2	1	4	73	6	1	94	4	0	98
Grand Total	179	38	10	38	344	299	47	955	112	45	1112

Appendix B - Learning from Complaints

Decent Homes

- A tenant complained that their boiler had broken down and they had no heating or hot water for 4 weeks:- the procedure for ordering spare parts has been changed, progress is now monitored and the customer kept informed of development.
- Customer complained as they were unhappy with delay in boiler being repaired by contractor:- Decision taken to deal with these issues in house & become an agent. SCC will keep own stock of spare parts so our engineers can undertake repairs.
- Customer unhappy with standard of tiling:- Guidance issued to staff of the method of tiling around sockets

Customer Excellence

- Comments received regarding information on the 'golden numbers' page of website:- More information has been added to make it clearer which services customers can access when they ring the numbers

Housing Benefit

- A landlord was unhappy that Housing benefit had been paid to the tenant even though he had proven that the tenant was in arrears:- the procedure has now been changed so that payments are stopped as soon as the Landlord indicates that there is a problem even if this is less than the 8 week statutory period. A letter is also sent to the tenant to notify them that this has happened.
- Landlord complained that the Council would not pay him HB direct as he lived abroad. Policy reviewed and amended, so that Landlords who live abroad can be paid direct.
- Claimant informed Gateway that he no longer wished to claim, the claim was not cancelled for several months and an overpayment occurred. Gateway staff are now able to suspend claims whilst the claimant is with them.
- The parents of a deceased customer complained they received a bill for overpaid benefit:- Letters will now be sent to executors along with the bill, explaining how the overpayment occurred

Local Taxation Services

- Customer complained that money was taken out of account in error:- All staff advised to be more vigilant when entering direct debit details.
- Complaint that court action was taken whilst customer providing information:- All staff advised to make notes regarding information given to customer regarding further recovery action.
- Customer thought a student certificate did not need to be provided because the student would be on a list provided by Solent University. Customer expected the council to contact the University. Solent University have been asked to include Erasmus students on the list provided for the council

Parking Services

- Complainant incorrectly received a letter advising he had contravened a local bylaw by not paying the Itchen Bridge toll: - A full review of procedures is to be carried out, along with staff re-training where necessary
- Complaint that City View article stated 'pay as you park' cards available for as little as £5, but applications on line starts at £50: - Nil value card application added to website

Appendix C**Results of complaints questionnaire 2009/10**

Q1 Before making a complaint were you aware of the Council's complaints process?

Yes
No

33%	45
65%	88

Q2 How did you find out about the Council's Complaints Process?

A friend or relative
Council staff (e.g. switchboard, Gateway, local housing office or another council officer)
Council publications such as the Council's A-Z guide booklet, How to make a Complaint leaflet, City View
The Council's website – Southampton Online
Another organisation e.g. Citizens Advice Bureau or a Community Group
A Councillor or Member of Parliament
Other please state

4%	6
31%	42
6%	8
27%	37
0%	0
2%	3
24%	33

Q3 Which of the following do you feel best describes the procedure for making a complaint?

Very easy
Fairly easy
Neither easy nor difficult
Fairly difficult
Very difficult

26%	36
24%	33
21%	29
11%	15
13%	17

Q4 At what stage was your complaint resolved?

Stage 1
Stage 2
Stage 3
Local Government Ombudsman
Don't Know

32%	43
9%	12
4%	5
1%	2
32%	44

Q5 To what extent do you agree or disagree with the following statements regarding the outcome of your complaint

	Agree Strongly	Agree Slightly	Neither Agree or Disagree	Disagree slightly	Disagree strongly	Not applicable
I agree with the conclusion reached by the person who investigated my complaint	18% 24	13% 17	12% 16	7% 10	32% 44	7% 9
I am satisfied that the conclusion reached by the investigator of my complaint was fair	21% 28	13% 18	11% 15	7% 9	30% 41	6% 8
The investigation addressed all the concerns raised in my original complaint	22% 30	15% 21	7% 9	7% 10	32% 44	4% 6
There was a clear explanation of what would be done/will happen next from the council service	21% 29	2% 29	11% 15	4% 6	24% 33	5% 7
The apology I received was adequate	16% 22	18% 24	10% 14	5% 7	28% 38	11% 15
I was advised how to take my complaint further if I had wanted to	15% 20	19% 26	16% 24	4% 6	19% 26	13% 18

Q6 Overall, how satisfied were you with the result (outcome) of the investigation of your complaint?

Very satisfied	18%	24
Fairly satisfied	17%	23
Neither satisfied nor dissatisfied	12%	16
Fairly dissatisfied	16%	22
Very dissatisfied	33%	45

Q7 If you were not completely satisfied with the result (outcome) of the investigation of your complaint, please say why

Q8 To what extent do you agree or disagree with the following statements regarding the handling of your complaint

	Agree Strongly	Agree Slightly	Neither Agree or Disagree	Disagree slightly	Disagree strongly	Not applicable
My complaint was dealt with within a reasonable time	37% 50	11% 15	10% 13	4% 5	28% 38	2% 3
The attitude of the person/people dealing with my complaint was appropriate	36% 49	12% 16	10% 14	7% 9	21% 29	3% 4
I was kept informed of the progress of the investigation	24% 33	10% 18	13% 18	7% 10	26% 35	10% 14

Q9 Overall, how satisfied were you with the manner in which we handled your complaint?

Appendix 3

Very satisfied
 Fairly satisfied
 Neither satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

23%	31
15%	21
9%	12
11%	15
30%	41

Q10 **If you were not completely satisfied with the manner in which we handled the investigation of your complaint, please say why**

Q11 **If you wish to make any other comment that could be used to improve the complaints service, please make it here.**

Are you

Male
 Female

43%	59
44%	60

Which of these age groups do you fall into?

Under 18
 18 to 24
 25 to 34
 35 to 44
 45 to 54
 55 to 64
 65 to 74
 75+

0%	0
3%	4
12%	16
15%	20
21%	28
23%	31
12%	16
7%	10

Do you have any long term illness, health problem or disability which limits your daily activities or the work you can do?

Yes, limits severely
 Yes, limits but not severely
 No

11%	15
18%	24
58%	79

To which of these groups do you consider you belong?

a) White

British
 Irish
 Any other White background

81%	111
1%	1
4%	5

b) Mixed

White and Black Caribbean

1%	1
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Appendix 3

White and Black African
 White and Asian
 Any other Mixed background

0%	0
0%	0
1%	1

c) Asian or Asian British

Indian
 Pakistani
 Bangladeshi
 Any other Asian background

1%	1
0%	0
1%	1
1%	1

d) Black or Black British

Caribbean
 African
 Any other African background

0%	0
0%	0
0%	0

e) Chinese

Chinese

0%	0
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f) Other ethnic group

0%	0
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N.B. Percentages do not total 100% as not all respondents answered all questions