

Complaint analysis Q1 2014-15 vs prev qtr		Volume of complaints received 2014-15/2013-14					Effectiveness of Complaints Handling			Responsiveness	
		Compl - iments	Service requests	Stage 1	Stage 2	Ombudsman	Stage 2 complaints (% stage1)	Fault found YTD/ Last year YTD	Financial settlement YTD/ Last year YTD	Stage 1 response within standard #	Stage 2 response with 15 working days
Belle Isle TMO	2014-15	3	0	34	4	0	12%	0	£0	97%	100%
	2013-14	5	0	37	6	0	16%	0	£0	89%	100%
Adults Social Care *	2014-15	197	0	380	32	11	8%	3	£5,986	97%	94%
	2013-14	0	0	340	38	23	11%	1	£0	98%	n/a
Children's Services	2014-15	62	32	352	15	8	4%	4	£1,000	80%	27%
	2013-14	57	44	297	14	28	5%	10	£59,336	83%	n/a
City Development	2014-15	268	122	263	48	24	18%	8	£450	86%	81%
	2013-14	286	169	257	61	0	0%	0	£0	91%	82%
Citizens & Communities (inc Public Health and	2014-15	375	35	594	45	7	8%	0	£0	97%	94%
	2013-14	339	24	415	19	9	5%	0	£0	89%	84%
Environment & Housing **	2014-15	293	658	2405	125	14	5%	1	£2,000	94%	92%
	2013-14	169	63	1851	52	22	3%	3	£175	83%	71%
Strategy & Resources ##	2014-15	194	18	105	15	15	14%	3	£400	87%	87%
	2013-14	330	63	282	25	15	9%	1	£750	81%	72%
Housing ***	2014-15	127	625	1014	85	16	8%	0	£1,250	98%	98%
	2013-14	243	627	1316	114	22	9%	9	£6,775	98%	96%
Education ****	2014-15					32		4	£0		
	2013-14										
Total	2014-15	1195	860	4133	284	127	6.9%	28	£11,086	93%	87%
	2013-14	1429	992	4795	329	145	8.0%	24	£67,036	89%	83%

	Higher than last year
	Equal to or lower than last year

	On or above target
	Within 10% of target
	Below 10% of target

Corporate standard is 15 working days, Adult Social Care and Children's Social Care are 20 working days

* No Stage 2, ASC use medium risk as an alternative

** Includes Housing in 2014/15 but not in 2013/14

*** Already included in Environment & Housing except Ombudsman

**** Ombudsman only, Compliments and Complaints in Children's Services

Civic Enterprise in Strategy & Resources in 2013/14