

Aberdeenshire Council Complaints performance report Q3 October – December 2016

Aberdeenshire Council publishes its performance of complaints handling to provide assurance in relation to our performance, to deliver continuous improvement. Reporting of complaints is monitored by Audit Scotland in conjunction with the Scottish Public Services Ombudsman (SPSO) and in line with the principles of the Best Value arrangements.

The Council's Complaints Procedure and the performance indicators below adhere to the requirements set out by the SPSO's Model Complaints Handling Procedure.

How many customer complaints did we receive?

- Between 1 Oct and 31 Dec 2016 we closed **339** customer complaints.
- **194** (57%) complaints were handled at stage one
- **145** (43%) complaints were handled at stage two.

What was the outcome of stage one complaints?

- We upheld **52** (27%) stage one complaints.
- We partially upheld **14** (7%) stage one complaints
- We did not uphold **128** (66%) stage one complaints

What was the outcome of stage two complaints?

- We upheld **28** (19%) stage two complaints
- We partially upheld **17** (12%) stage two complaints
- We did not uphold **100** (69%) stage two complaints.

Our timescales – Stage One Complaints

We aim to respond to stage one complaints within 5 working days.

- We closed **175** (90%) stage one complaints within 5 working days.
- The average time to respond to stage one complaints was **4.24** working days.

Our timescales – Stage Two Complaints

We aim to respond to stage two complaints within 20 working days.

- We closed **131** (90%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was **15** working days

Why Customers Complained

The highest volume of complaints handled related to:

- Complaints about the Housing service (**93** complaints)
 Most complaints regards: Service standards including length of time for repair and delayed provision of service
- Complaints about the Roads & Landscape (**56** complaints)
 Most complaints regards: Roads and footpaths Policy and Standards including Road works/closures/Winter Maintenance
- Complaints about Education & Children’s services (**47** complaints)
 Most complaints regards: Disagreements with schools handling and communication of issues
- Complaints about Waste services (**46** complaints)
 Most complaints regards: Missed Collections & replacement of containers following collection

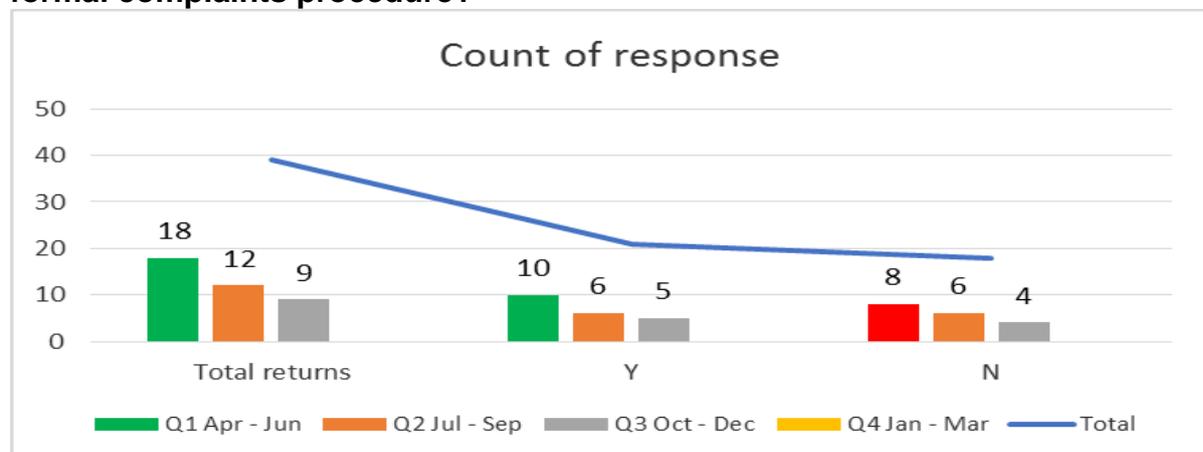
Customer Satisfaction with our Complaints Procedure

We welcome feedback from customers on our complaints procedure. You can give us feedback about our complaints procedure by phone, face to face, in writing or on-line.

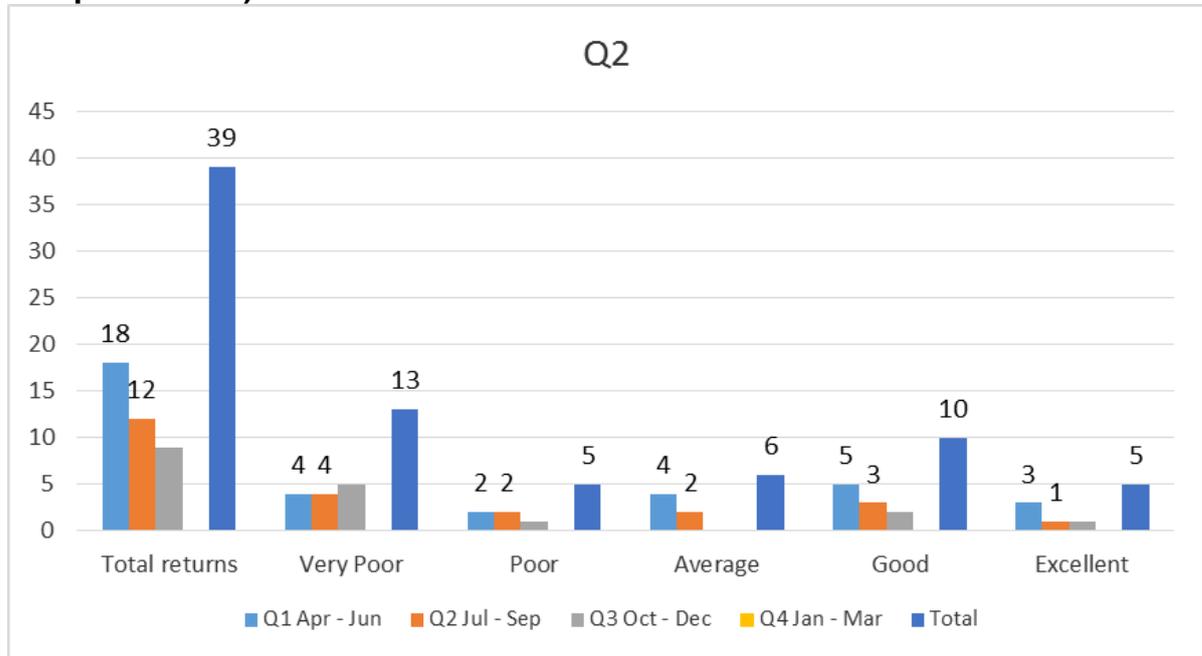
We asked the complainants we responded to by email, 5 questions to help us review the complaints handling process itself, rather than the outcome of the complaint. The following graphs show data collected starting from **Oct – Dec 2016**. A total of **9** surveys.

Please note – We continue to find that, although we ask complainants to rate their experience with the way in which their complaint was handled and not about the complaint itself, this is not always understood or adhered to and this reflects in the comments and results.

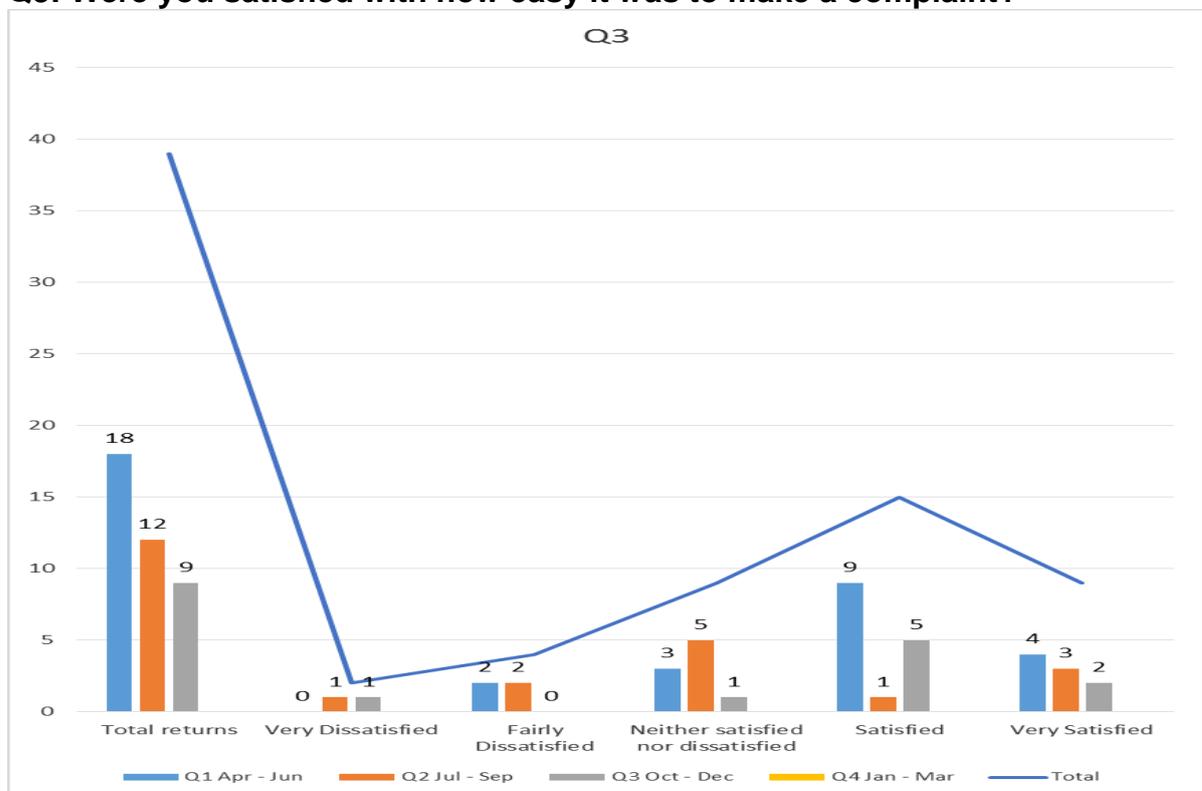
Q1: Before you contacted us, were you aware that the council had a formal complaints procedure?



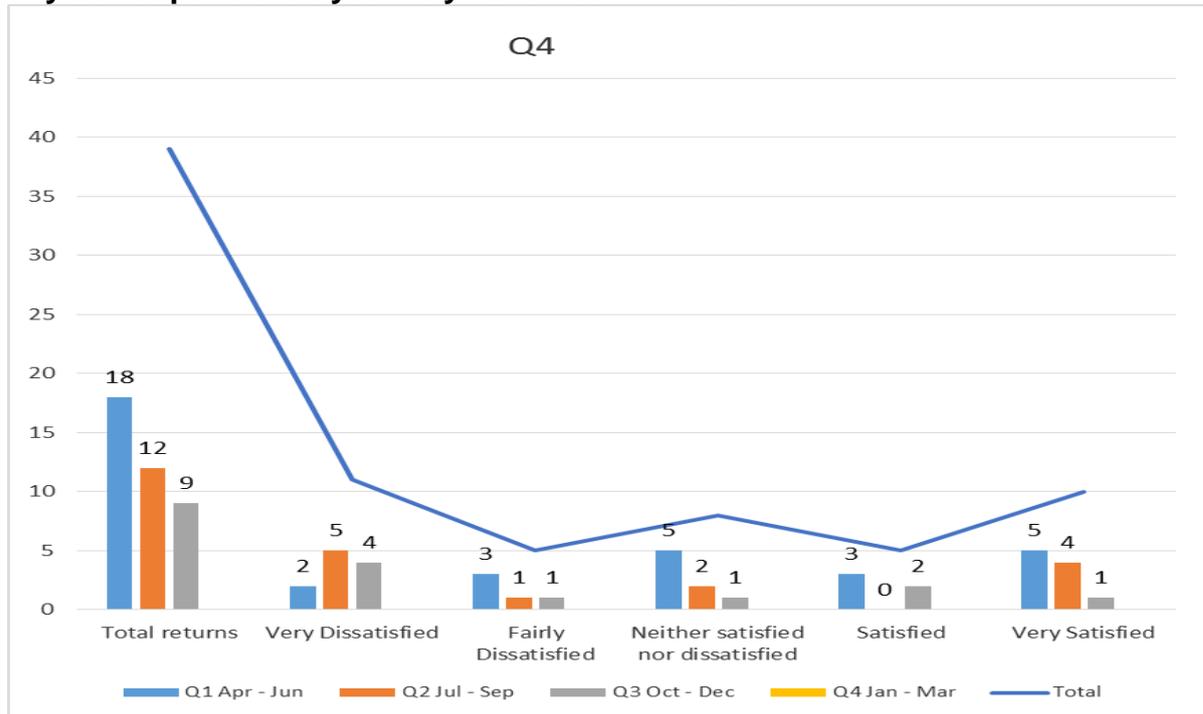
Q2: Aberdeenshire council is committed to providing excellent customer services, how would you rate your overall experience of the complaints procedure? (Please note: we are asking you to rate your experience with the way in which your complaint was handled and not about the complaint itself)



Q3: Were you satisfied with how easy it was to make a complaint?



Q4: How satisfied were you with the service provided by the Officer in any correspondence you may have had with them?



Q5: Can you suggest any improvements we could make to this service/other comments?

“Yes - give the complainant a telephone call and ask them for any clarification you need.”

“When a complaint is lodged with the Chief Executive he does not read the complaint and may not even see it.”

“Yes - give the complainant a telephone call and ask them for any clarification you need”

“Nothing - Very informative”

“I did not have to wait long before the problem was fixed.

“Handled in a calm voice, and nice manner”

“Straight forward and operator was very efficient and polite.”