



**Complaints and Compliments Report
Community Scrutiny
End of Year
April - March
2015/16**

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REPORT D

Contents:

1. Principles	3
2. Definition	3
3. Summary of findings	3
4. Complaints investigated and responded to within April – March 2015/16	4
5. Complaints determined by the Ombudsman during 2015/16	6
6. Compliments	6
7. Complaints Analysis.....	8
8. Compliments Analysis	10

REPORT D

1. Principles

Carmarthenshire County Council's new Complaints Procedure was adopted in May 2011. The procedure aims to emphasise the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution.
- To ensure that investigations follow the '**Investigate Once, Investigate Well**' principle.
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

2. Definition

The **definition of a complaint** is an expression of dissatisfaction or concern,

- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

Complaints which are currently open and under investigation are **not included** in this report.

The complaints referred to within this report are those where the investigation has been completed during the review period.

3. Summary of findings

- A total of 140 Complaints were received by the Community's Department during 2015/16.
- Of these 121 were Stage 1, with 30 (25%) of the complaints recorded as upheld.
- The remaining 19 were Stage 2, with only 3 (16%) recorded as upheld.

REPORT D

4. Complaints investigated and responded to within April – March 2015/16

SERVICE	Stage 1			Stage 2		
	No. of Complaints responded to ¹	No. receiving a full response within allocated time period ²	No. receiving a full response after allocated time period ³	No. of Complaints responded to	No. receiving a response within allocated time period ⁴	No. receiving a response after allocated time period
Leisure	35	25 (71%)	10 (29%)	2	1 (50%)	1 (50%)
Planning	14	7 (50%)	7 (50%)	12	1 (8%)	11 (92%)
Housing	49	32 (65%)	17 (35%)	1		1 (100%)
Building Services	23	6 (26%)	17 (74%)	4		4 (100%)

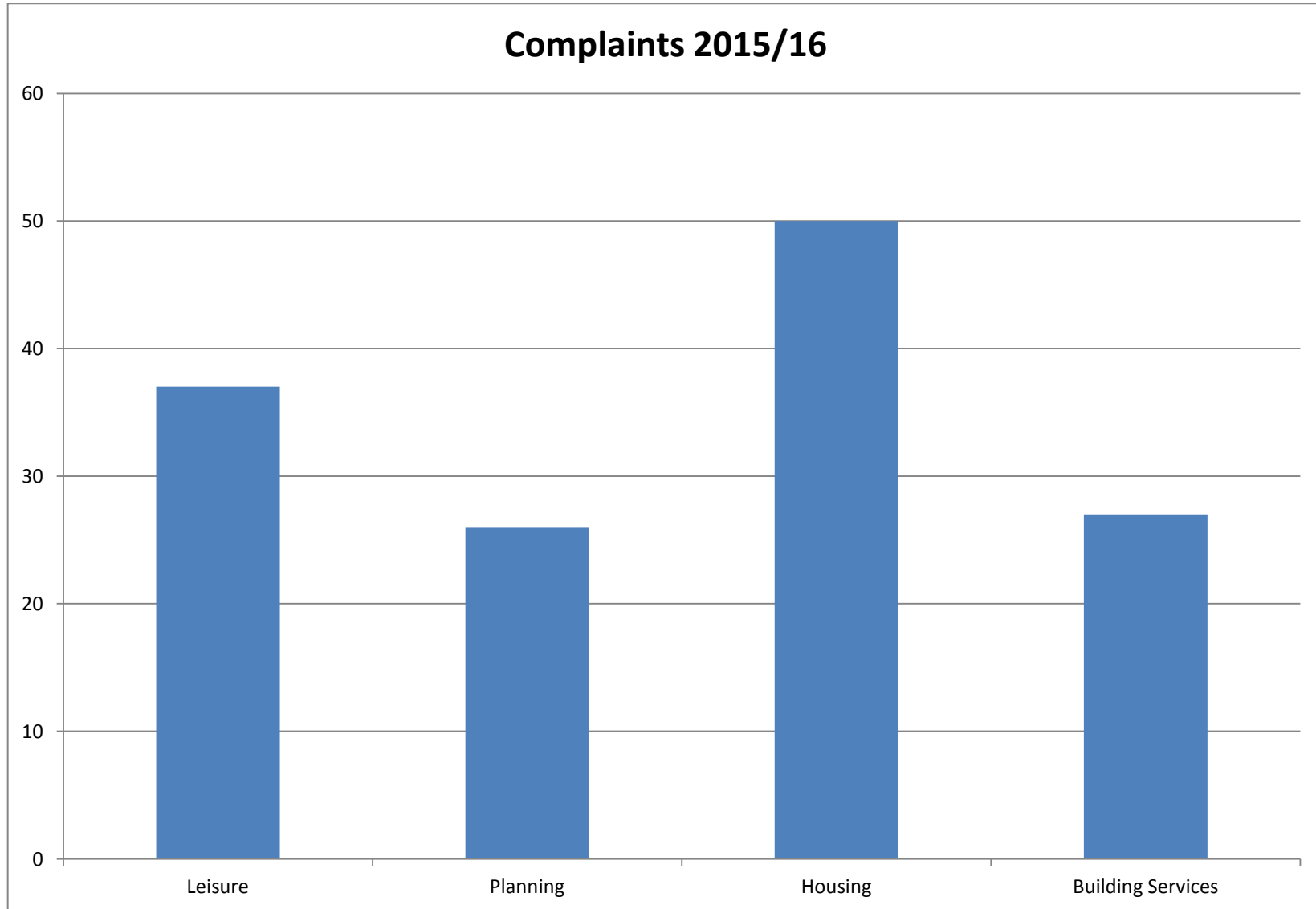
¹ This is the cumulative figure of complaints investigated and responded to this financial year

² Any corporate complaint which has been investigated and responded to within 10 working days

³ Any complaints which have been investigated and responded to outside the allocated time period

⁴ Any corporate complaint which has been investigated and responded to within 10 working days.

REPORT D



REPORT D

5. Complaints determined by the Ombudsman during 2015/16

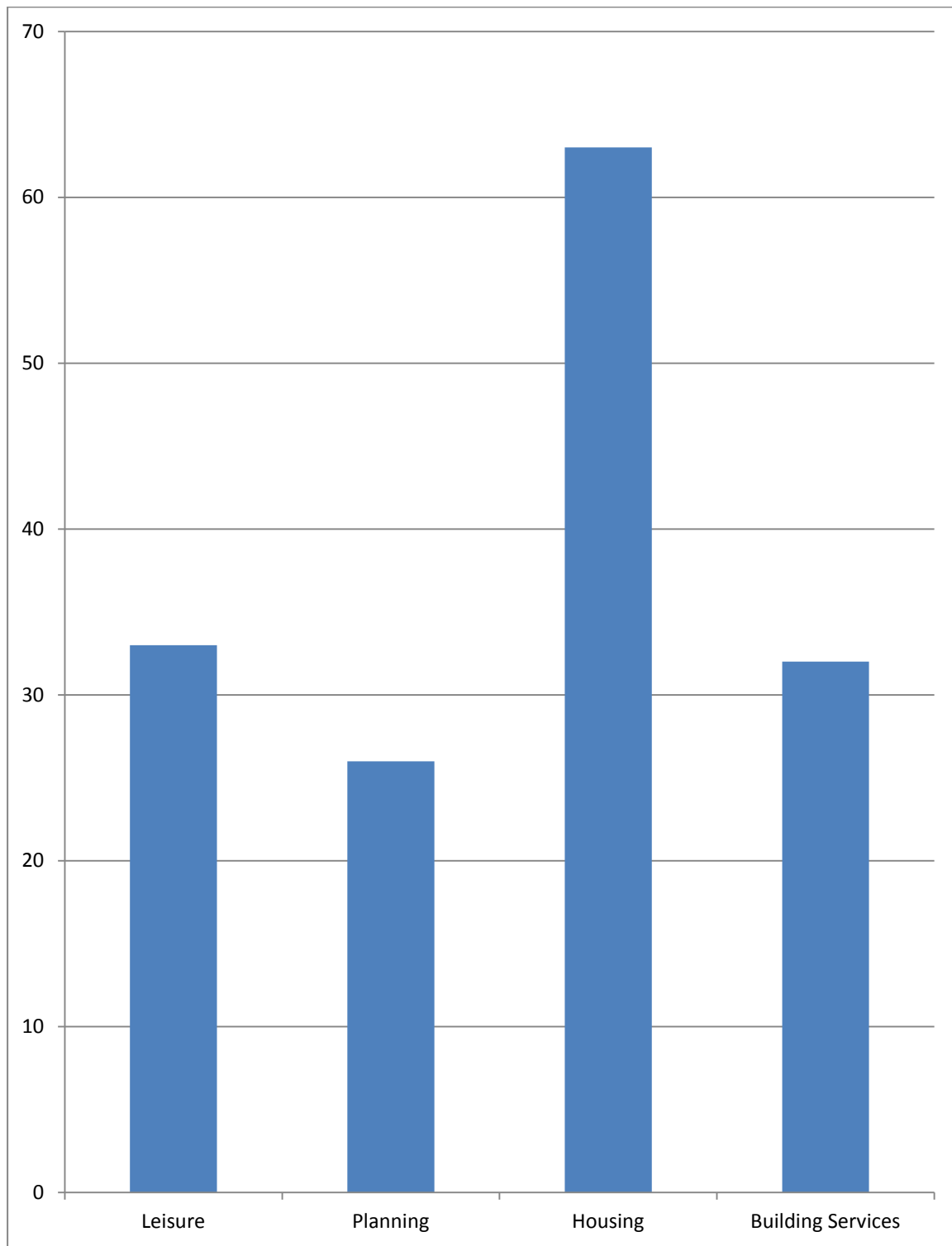
	Referred to Ombudsman	Settled	Not Upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Community Services	9	1	0	4	2	1	1

6. Compliments

154 compliments were received during 2015/16.

SERVICE	No. of compliments received
Leisure	33
Planning	26
Housing	63
Building Services	32
Total	154

REPORT D



Compliments 2015/16

REPORT D

7. Complaint Analysis

Complaints	Leisure		Planning		Housing		Building Services (Relating to Council Houses)	
Stage 1 Complaints	35		14		49		23	
Upheld	10	29%	4	29%	11	22%	5	22%
Partially Upheld	15	42%	3	21%	13	27%	12	52%
Not Upheld	10	29%	7	50%	25	51%	6	26%
Stage 2 Complaints	2		12		1		4	
Upheld	1	50%					2	50%
Partially Upheld	1	50%	3	25%	1	100%	1	25%
Not Upheld			9	75%			1	25%

Analysis of the nature of complaints and the trends

Leisure

Two Stage2 complaints were received, both in relation to Llanelli Leisure Centre. One involved H&S concerns, this was partially upheld. The other, which was upheld, related to a staff members' conduct while dealing with a customers' enquiry about gym membership.

Leisure Centres received 12 Stage 1 complaints, ranging from cancelled classes to swimming pools' water temperature. 4 were upheld and 6 partially upheld.

There were 8 complaints recorded as to the campsite within Pembrey Country Park. Issues with the showers/toilet block and the behaviour of staff members. 2 were upheld and 5 partially upheld.

The Library service received 5 complaints. 3 were recorded as to the computers installed within the libraries. Of the 5 complaints, 2 were upheld.

Planning

There was a slight increase in Stage 2 complaints from last year, up to this year's total of 12. Of these, 9 were not upheld, with the remaining three recorded as partially upheld. The three partially upheld complaints highlighted on the failure to communicate, resulting in delays in the planning process.

14 Stage 1 complaints were recorded. 4 were upheld, and 3 partially upheld. The 4 upheld again highlighted failures in communication or delays, whether it be responding to emails or in providing informing to applicants. 3 Stage 1 complaints raised concerns with planning enforcement, all were recorded as not upheld.

REPORT D

Housing

Of the complaints that were upheld or partially upheld, most were in relation to communication issues. Six of the upheld complaints related to a lack of action or responses to requests made to officers/teams. A few of the partially upheld complaints focused on advice given by teams. The Stage 2 complaint was recorded as partially upheld. A minor error in a letter was the only aspect picked up during the investigation

Building Services

4 Stage 2 complaints were received, up from last years' single Stage 2. Two were upheld, citing the standard of work and the lack of communication with the individual tenants. One was not upheld, with the other one partially upheld.

5 Building Maintenance Stage 1 complaints were upheld, and a further 12 partially upheld. Lack of communication and delays were the main points highlighted within each individual complaint.

6 further Stage 1 complaints were not upheld.

REPORT D

8. Compliment Analysis

Compliments	Leisure	Planning	Housing	Building Services (Relating to Council Houses)
Compliments received per division	33	26	63	32

Analysis of the trends

Leisure

A thank you was received from the BBC following the filming of Question Time at Y Ffwrnes. *Very pleased with the first event of the year. Pembrey Country Park was a fantastic success, feedback received was very positive*. Organiser of the inaugural Pembrey off-road Duathlon. *'Very enjoyable, credit to all concerned'*. Wales Coastal Path Maintenance - Countryside Access Team. *'We had a fantastic day at Pembrey Country Park & Beach. Your staff were tremendously helpful.'*
 A film production company.
'Llandovery library – an excellent resource'. A comment passed by a local resident.

Planning

'It has not been the easiest of situations to deal with, thank you for all the help you have provided'.
'Thank you for the way you explained to me in a simple way outline planning application'
Just to say thanks in helping to get us such a quick decision. Much appreciated'
'.....a very positive meeting I had with an excellent officer in Llanelli'.
'Thanks for all your assistance in getting the first phase of the Wales Air Ambulance scheme'.
 The top four are compliments received following contact with the planning department. The bottom is a compliment received by the Building Control team.

Housing

'....would like to express a big thanks to the officer for all of her help and support'. Housing Officer
'Thank you for your caring, patience and understanding during recent visit.' Housing Officer
'She was excellent and I can't thank her enough for her support during a very difficult period'
 Housing Options Advisor.
'...fantastic....amazing....brilliant...' Housing Options Team.
'Thank you for the installation of my wet room, can't stress how happy I am with the work' Home Improvement Team

Building Services

'He was extremely helpful and made a very bad situation a lot easier' - Out of hours plumber
'The workmen who attended to repair the faulty lock were very friendly and polite'.
'Compliment the gentleman who did a great job fixing the fence. He was very helpful and polite'.