

Your Voice information

1 Your Voice reporting periods

The following periods are used for reporting data:

Quarter 1: 1-Apr to 30-Jun

Quarter 2: 1-Jul to 30-Sep

Quarter 3: 1-Oct to 31-Dec

Quarter 4: 1-Jan to 31-Mar

2 Complaint response timescales

The 'Your Voice' feedback policy states that the following timescales should be adhered to when responding to complaints:

Stage 1: **10** working days

Stage 2: **20** working days

Please note: Community Support Services and Children and Family Services complaints usually follow statutory timescales.

3 Your Voice performance measures

A traffic light system is used to highlight performance in relation to response timescales to complaints. Performance is rated according to:

Red	less than 90% of complaints responded to within timescale
Amber	when more than 90% but less than 95% of complaints are responded to within timescale
Green	95% or more of complaints responded to within timescale

Table 1: Overall complaint response times for stage 1 complaints – Q2 2018/19

Service	Quarter 2 - Stage 1			Total Stage 1		
	Rec'd	Within	%	Rec'd	Within	%
Business Improvement & Modernisation	0	0	-	0	0	-
Legal, HR and Democratic Services	4	4	100%	5	5	100%
Customers	12	12	100%	12	12	100%
Revs and Bens (Civica)	9	9	100%	19	19	100%
Highways & Environmental Services	23	23	100%	47	47	100%
Facilities, Assets and Housing	17	17	100%	29	29	100%
Planning and Public Protection	13	13	100%	34	34	100%
COMMUNITY SUPPORT SERVICES	6	6	100%	11	11	100%
Education and Childrens Services	4	4	100%	7	7	100%
	88	88	100%	164	164	100%

Chart 1: Stage 1 complaint response times

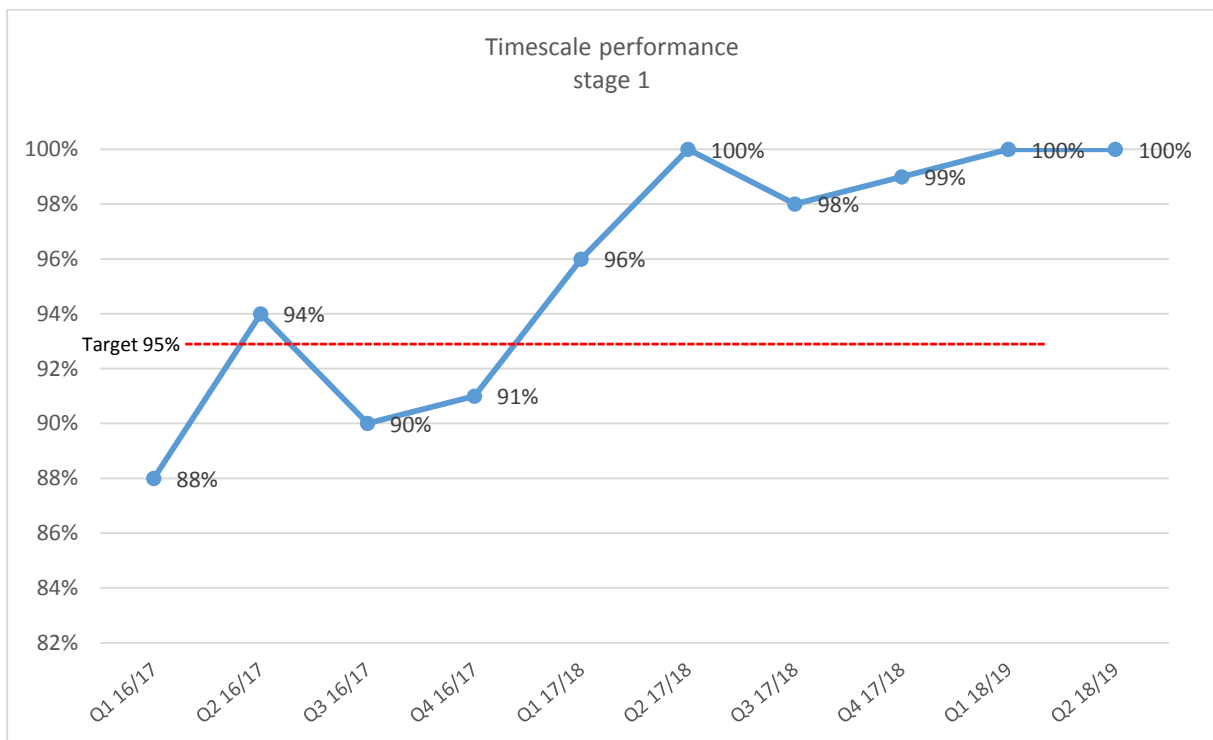


Table 2: Overall complaint response times for stage 2 complaints – Q2 2018/19

Service	Quarter 2 - Stage 2			Total Stage 2			%
	Rec'd	Within	%	%	Rec'd	Within	
Business Improvement & Modernisation	0	0	-	-	0	0	-
Legal, HR and Democratic Services	0	0	-	-	1	1	100%
Customers	0	0	-	-	0	0	-
Revs and Bens (Civica)	1	1	100%	-	3	3	100%
Highways & Environmental Services	2	2	100%	-	5	5	100%
Facilities, Assets and Housing	0	0	-	-	0	0	-
Planning and Public Protection	4	3	75%	-	6	5	83%
COMMUNITY SUPPORT SERVICES	2	2	100%	-	2	2	100%
Education and Childrens Services	0	0	-	-	3	3	100%
Corporate Total	9	8	89%	0%	20	19	95%

Chart 2: Stage 2 complaint response times

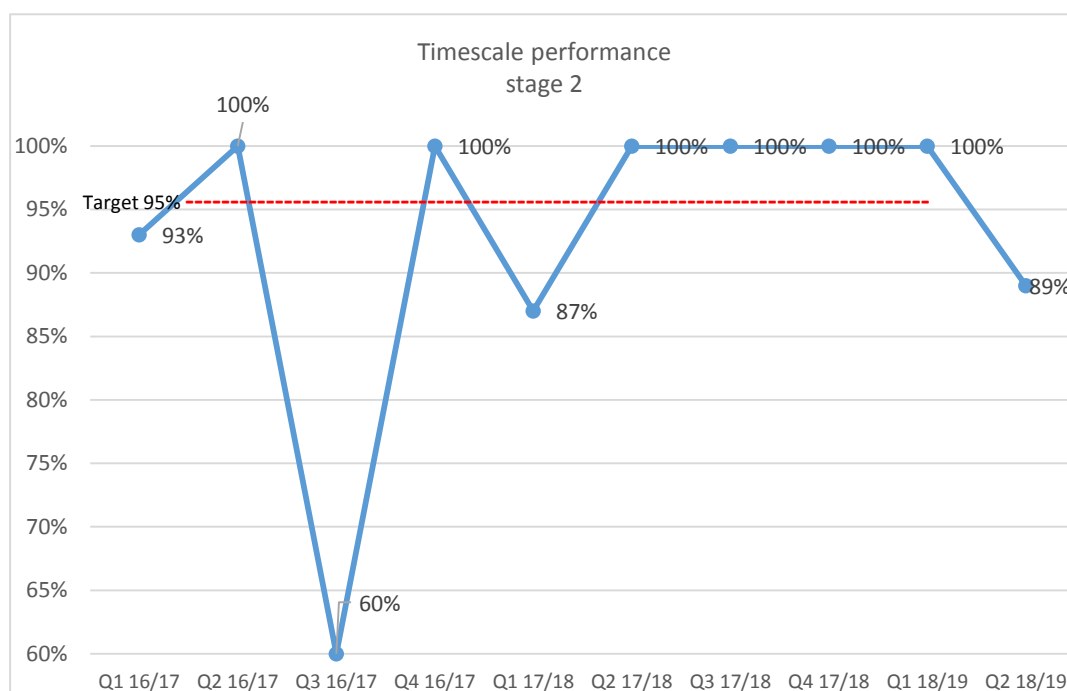


Chart 3: Total number of complaints received

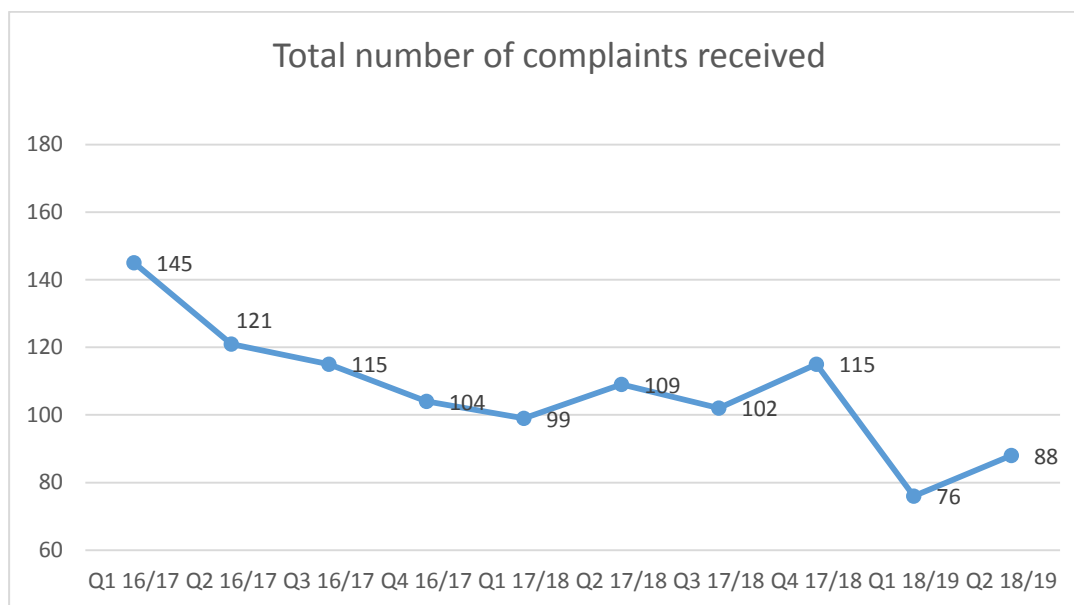
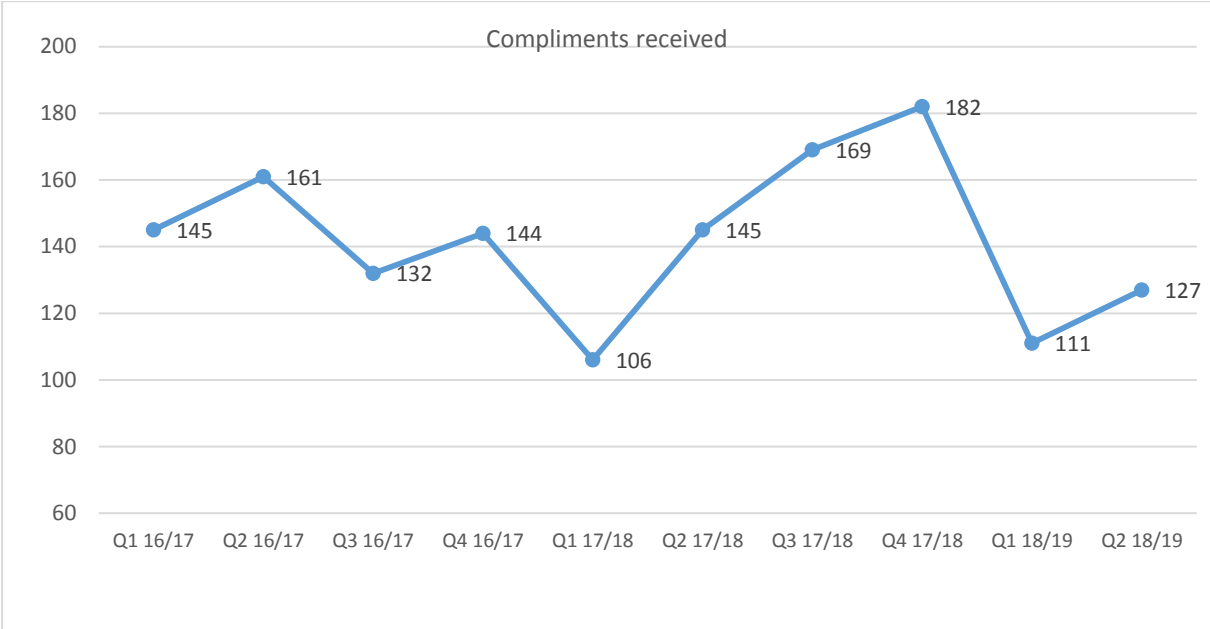


Table 3: Compliments received during 2018/19

Service Area	Q1	Q2	Q3	Q4	Total
Business Improvement and Modernisation	0	0			0
Legal HR and Democratic Services	0	0			0
Customers	4	9			13
Revenues and Benefits	0	1			1
Education and Children's Services	34	20			54
Highways and Environmental Services	16	40			56
Facilities Assets and Housing	8	20			28
Planning and Public Protection	8	6			14
Community Support Services	41	31			72
	111	127			238

Chart 4: Compliments received



Example complaints

Stage 1 Legal HR and Democratic Services - Upheld

A complaint was lodged in September by a citizen who had applied for a position on the authority. The decision to recruit took some time and he had not been informed. Eventually, after chasing the outcome up he was informed the position had been filled and that he would receive feedback but this did not happen. The complaint was investigated within corporate timescales and upheld with a letter of apology sent to the complainant. As a result, the service agreed to remind all recruiting officers of the need to ensure that contact is made with all interviewed candidates after a recruiting process.

Stage 1 Highways and Environmental Services – Not upheld

A complaint was lodged by a business that had telephoned a number of times to request that their waste was collected as it had been missed. It was investigated and found to be not upheld because at the time of the complaint there were serious fires in the area and the waste crews were unable to access the mountain that the business was set on.