

Annual Complaints Monitoring Report

2016-17



Help us to better understand what we are doing well
and where we can improve

Foreword

I am pleased to present Dumfries and Galloway Council's Annual Complaints Monitoring Report for 2016-2017.

The Council is committed to getting things right first time and the feedback we receive from our customers and service users provides us with an invaluable understanding as to what we are doing well and where we can improve.

This report provides information mainly relating to the Council's performance in the handling of complaints against a set of performance Indicators set out by the Scottish Public Services Ombudsman, which we have been required to report on since the introduction of the national Complaints Handling Procedure in 2013. Although there is no statutory requirement to report on Compliments as the positive feedback that customers provide to us in terms of their satisfaction with particular aspects of work by staff, the report contains some indication about the number of Compliments received across the Council during 2016-17. I am grateful to all those who have taken the time to write in to acknowledge the effort made by staff.

We have recorded a reduction in the number of complaints received for the third year in a row and our compliance with timescales for responding to complaints also continues to improve, both at the Frontline Resolution Stage 1 of the Complaints Handling Procedure and at Stage 2 of the Procedure, where complaints are investigated either as a result of the complainant being dissatisfied with the response provided at Stage 1, or where the points of complaint are assessed at the outset as being complex or that they relate to serious or high-profile issues.

Developments in 2017-18 include the introduction of a new Social Work Complaints Handling Procedure from 1 April 2017, which has been accredited by the Scottish Public Services Ombudsman, together with a new Procedure for dealing with complaints relating to Adult Services jointly provided by the Council and NHS Dumfries and Galloway. Notwithstanding, for 2017-18 our focus remains on achieving a high level of positive outcomes for complainants at the Frontline Resolution Stage 1, where decisions to uphold complaints have successfully helped us to resolve matters early, learn from any mistakes and to make necessary improvements to services and business operations.

Thank you for your encouraging support. Please continue to give us your feedback on any aspect of the Council's services, all of which have contributed to the production of this Annual Complaints Monitoring Report.

Gavin Stevenson
Chief Executive

Dumfries and Galloway Council Annual Complaints Monitoring Report 2016-2017

Since April 2013 all Scottish Councils have been required to monitor and report their performance on handling complaints under their Complaints Handling Procedure against a suite of high level performance indicators to meet Scottish Public Services Ombudsman’s (SPSO) statutory requirements. This report outlines Dumfries and Galloway Council’s performance for 2016-17.

Summary

- We received 320 new complaints in 2016-17 relating to the following Services, which presents a continuing downward trend and a modest improvement on the 2015-16 figure of 329.

Complaints Received in 2016 - 17 by Service		
Service	Number	%
Corporate Services	18	6
Community Services	77	24
Children, Young People and Lifelong Learning - All Other Services	56	18
Children, Young People and Lifelong Learning - Social Work Services (Adults and Children)	62	19
Economy, Environment and Infrastructure	107	33

- 87% (277) of complaints were dealt with at Stage One (Frontline Resolution), where the majority of complaints about the Council were received in 2016-17 and did not escalate to Stage Two. We reasonably concluded on that basis that the majority of customers were satisfied with the way their complaints had been dealt with at this early and initial Stage. This is comparable to last year’s figure of 87% (285), and demonstrates our ongoing commitment and efforts to resolve matters at the earliest stage possible.
- On average, we are just outside of the SPSO’s timescales for responding to complaints (6 working days instead of the standard 5 working days at Stage One, and 22 working days instead of the standard 20 working days at the investigation Stage Two). This presents a slight improvement on 2015-16 and we are keen to improve further on this in 2017-18.
- Section 8 of the report shows examples of service improvements resulting from complaints, demonstrating our commitment to capture the key themes emerging from complaints and to enhance our learning.

- Directors receive monthly monitoring reports for their one-to-one meeting with the Chief Executive and the Business Managers are provided with a performance monitoring report on a quarterly basis for consideration by their respective senior management team. Publishing complaint performance indicators on a quarterly basis will feature in 2017-18.

Definitions:

Stage One - complaints received and closed at Stage One Frontline Resolution; Stage Two (direct) - complaints that by-passed Stage One and went directly to Stage Two Investigation (e.g. complex complaints);

Stage Two Escalated - complaints which were dealt with initially at Stage One and were subsequently escalated to Stage Two investigation (e.g. because the customer remained dissatisfied)

Compliments

Compliments are expressions of praise, encouragement or gratitude about services provided or managed by the Council and present valuable feedback about the level of satisfaction with service delivery, highlighting:

- valuable indicators of the effectiveness of a service
- useful insights about the aspects of service most meaningful to customers
- examples of good practice which can be shared throughout the Council
- an opportunity to recognise the efforts of staff
- acknowledgements of excellence to boost morale.

Staff do acknowledge compliments and thank customers for their interest and feedback. Where possible, customers are informed how the feedback will be used and assured that it will be passed on to the relevant staff members.

The 119 recorded Compliments for the Council during 2016/17 are detailed as follows;

Compliments received in 2016-2017 by Service		
Service	Number	%
Corporate Services	2	2
Community Services	32	27
Children, Young People and Lifelong Learning - All Other Services	9	7
Children, Young People and Lifelong Learning - Social Work Services (Adults and Children)	52	44
Economy, Environment and Infrastructure	24	20

Complaints Handling Performance Against SPSO Indicators

1 The total number of complaints received per 1000 of the population.

Description	2016/17	2015/16	2014/15
Number of complaints received per 1,000	2.14	2.19	2.43
Total number of complaints received	320	329	364

2 Complaints closed (responded to) at Stage One and Stage Two as a percentage of all complaints closed (responded to).

Description	2016/17	2015/16	2014/15
Number complaints closed at Stage One as % of all complaints	87% (277)	87% (285)	82% (299)
Number complaints closed at Stage Two as % of all complaints	13% (40)	8% (28)	12% (45)
Number complaints closed at Stage Two after escalation as % of all complaints	21% (67)	13% (44)	13% (46)

Notes:

1. In some cases we may be unable to issue a response to a complaint, for example, when the complaint is submitted anonymously. During the period 2016/17 we received seven such complaints

2. The escalated complaints referred to above were also responded at Stage 1 during the year.

3 The number of complaints upheld/ partially upheld/ not upheld at each stage as a percentage of complaints closed (responded to) in full at each stage.

Upheld

Description	2016/17	2015/16	2014/15
Number of complaints upheld at Stage One as % of all complaints closed at Stage One	42% (117 of 277)	30% (87 of 285)	36% (107 of 299)
Number complaints upheld at Stage Two as % of complaints closed at Stage Two	30% (12 of 40)	36% (10 of 28)	9% (4 of 45)
Number escalated complaints upheld at Stage Two as % of escalated complaints closed at Stage Two	21% (14 of 67)	25% (11 of 44)	26% (12 of 46)

3 The number of complaints upheld/ partially upheld/ not upheld at each stage as a percentage of complaints closed (responded to) in full at each stage.

Partially Upheld

Description	2016/17	2015/16	2014/15
Number of complaints partially upheld at Stage One as % of complaints closed at Stage One	20% (56 of 277)	23% (66 of 285)	20% (60 of 299)
Number complaints partially upheld at Stage Two as % of complaints closed at Stage Two	35% (14 of 40)	29% (8 of 28)	24% (11 of 45)
Number escalated complaints partially upheld at Stage Two as % of escalated complaints closed at Stage Two	27% (18 of 67)	20% (9 of 44)	26% (12 of 46)

Not Upheld

Description	2016/17	2015/16	2014/15
Number complaints not upheld at Stage One as % of complaints closed at Stage One	28% (77 of 277)	33% (94 of 285)	30% (91 of 299)
Number complaints not upheld at Stage Two as % of complaints closed at Stage Two	33% (13 of 40)	36% (10 of 28)	58% (26 of 45)
Number escalated complaints not upheld at Stage Two as % of escalated complaints closed at Stage Two	31% (21 of 67)	39% (17 of 44)	43% (20 of 46)

Notes: 8% (21 of 271) of Stage One responses contained an outcome other than those above 21% (14 of 67) of Stage Two (escalated) responses contained an outcome other than those above [‘Other’ includes matters where a resolution has been agreed or the complaint has been deemed out of time or jurisdiction.]

4 The average time in working days for a full response to complaints at each stage

Description	2016/17	2015/16	2014/15
Average time in working days to respond to complaints at Stage One (target - 5 working days)	6 w/ds	7 w/ds	7 w/ds
Average time in working days to respond to complaints at Stage Two (target - 20 working days)	22 w/ds	25 w/ds	35 w/ds
Average time in working days to respond to complaints after escalation (target - 20 working days)	18 w/ds	21 w/ds	26 w/ds

4 The average time in working days for a full response to complaints at each stage

Description	2016/17	2015/16	2014/15
Average time in working days to respond to complaints at investigation (stage 2 and escalated combined) (target - 20 working days)	20 w/ds	23 w/ds	30 w/ds

5 The number and percentage of complaints at each stage which were closed (responded to) in full within the set timescales of 5 and 20 working days

Description	2016/17	2015/16	2014/15
Number complaints closed at Stage One within 5 working days as % of Stage One complaints (target - 80%)	70% (194 of 277)	61% (175 of 285)	48% (145 of 299)
Number complaints closed at Stage Two within 20 working days as % of Stage Two complaints (target - 80%)	28% (11 of 40)	57% (16 of 28)	35% (16 of 45)
Number escalated complaints closed within 20 working days as % of escalated Stage Two complaints (target - 80%)	27% (18 of 67)	73% (32 of 44)	41% (19 of 46)
Number complaints closed at investigation stage within 20 working days as % of investigation complaints (stage 2 and escalated combined) (target - 80%)	27% (29 of 107)	67% (48 of 72)	38% (35 of 91)

6 The number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised.

Description	2016/17	2015/16	2014/15
% of complaints at Stage One where extension was authorised	8% (21 of 277)	11% (31 of 285)	14% (43 of 299)
% of complaints at Stage Two where extension was authorised	88% (35 of 40)	39% (11 of 28)	42% (19 of 45)
% of escalated complaints where extension was authorised	15% (10 of 67)	23% (10 of 44)	26% (12 of 46)

7 Customer satisfaction with the complaints service provided

Description	2016/17	
1. Before you made your complaint, were you aware that the Council had a Complaints Handling Procedure?	Yes	56% (36 of 62)
	No	44% (27 of 62)
2. If you raised your complaint directly please can you tell us who you made your complaint to?	Service Concerned	39% (24 of 61)
	Contact Centre	12% (7 of 61)
	Complaints Unit	33% (20 of 61)
	Unsure	8% (5 of 61)
	Not Applicable	8% (5 of 61)
	Question Skipped	2% (1 of 62)
3. How did you make your complaint?	Telephone	11% (7 of 62)
	Face to Face	-
	Using a complaints form	23% (14 of 62)
	In writing (email, fax or letter)	34% (21 of 62)
	Online	32% (20 of 62)
	Through a representative (e.g an independent advocate or Elected Member	-
4. How satisfied were you that you were easily able to make your complaint?	Very satisfied	32% (20 of 62)
	Satisfied	32% (20 of 62)
	Neither satisfied nor dissatisfied	24% (14 of 62)
	Dissatisfied	6% (4 of 62)
	Very Dissatisfied	6% (4 of 62)

7 Customer satisfaction with the complaints service provided

Description	2016/17
<p>4a. If you did not find it easy to make your complaint please tell us why</p>	<ol style="list-style-type: none"> 1 Representative not readily available and no one else could take details or provide times of availability 2 Complaints form was a little hard to find on website but finally found it 3 My carers who knew that I was distressed by the incident with my social worker felt unable to help me with my complaint. They did however arrange for a friend to help me fill in the form. 4 Poorly designed forms 5 I received a patronising letter back stating that the contractors did not know where your land ended about which you should have told them. Also it stated that it is not council policy to telephone 6 Complicated 7 Constantly ignored telephone complaint. Issue still not resolved, the whole process has been a disgrace! 8 N/A 9 It got thrown about a lot, "oh you need to email this person", instead of just forwarding it to me 10 Not Applicable 11 Complete mix up who was dealing with it and what stage it was at 12 Complaint was ignored

7 Customer satisfaction with the complaints service provided

Description	2016/17	
4a. If you did not find it easy to make your complaint please tell us why	13	I went to Education office in Edinburgh Road and made my concerns known. It took them many weeks to respond. I gave them three people to talk to, none of which were interviewed. COVER UP!
	14	I wrote to the council and that was not a problem
5. If you spoke with a member of staff before making your complaint how satisfied were you that this person was able to provide you with the information and advice you required about our Complaints Handling Procedure?	Very satisfied	16% (6 of 36)
	Satisfied	8% (3 of 36)
	Neither satisfied nor dissatisfied	40% (14 of 36)
	Dissatisfied	14% (5 of 36)
	Very dissatisfied	22% (8 of 36)
	Question skipped	42% (26 of 62)
6. Before making your complaint were you aware that you could ask your local advocacy services for support in raising your concerns?	Yes	20% (12 of 61)
	No	80% (49 of 61)
	Question skipped	2% (1 of 62)
6a. If No, were you informed about this at any stage when your complaint was being dealt with?	Yes	3% (1 of 36)
	No	94% (34 of 36)
	Not sure	3% (1 of 36)
7. If Yes, how satisfied were you that you were easily able to contact this person to discuss your complaint?	Very satisfied	12% (6 of 49)
	Satisfied	31% (15 of 49)
	Neither satisfied nor dissatisfied	31% (15 of 49)
	Dissatisfied	12% (6 of 49)
	Very dissatisfied	14% (7 of 49)
	Question skipped	21% (13 of 62)
8. Did the member of staff dealing with your complaint contact you to discuss the issues you had raised before responding to you?	Yes	48% (29 of 60)
	No	52% (31 of 60)
	Question skipped	3% (2 of 62)

7 Customer satisfaction with the complaints service provided

Description	2016/17	
8a. You were able to openly discuss your concerns with them:	Very satisfied	19% (10 of 51)
	Satisfied	27% (14 of 51)
	Neither satisfied nor dissatisfied	22% (11 of 51)
	Dissatisfied	16% (8 of 51)
	Very dissatisfied	16% (8 of 51)
	Question skipped	18% (11 of 62)
8b. The person listened to you and took the time to fully understand the complaint	Very satisfied	18% (9 of 50)
	Satisfied	28% (14 of 50)
	Neither satisfied nor dissatisfied	28% (14 of 50)
	Dissatisfied	10% (5 of 50)
	Very dissatisfied	16% (8 of 50)
	Question skipped	19% (12 of 62)
9. You were treated fairly throughout the process	Very satisfied	19% (11 of 57)
	Satisfied	30% (17 of 57)
	Neither satisfied nor dissatisfied	12% (7 of 57)
	Dissatisfied	11% (6 of 57)
	Very dissatisfied	28% (16 of 57)
	Question skipped	8% (5 of 62)
10. Staff were polite and courteous towards you when dealing with your complaint	Very satisfied	22% (12 of 52)
	Satisfied	33% (17 of 52)
	Neither satisfied nor dissatisfied	29% (15 of 52)
	Dissatisfied	8% (4 of 52)
	Very dissatisfied	8% (4 of 52)
	Question skipped	16% (10 of 62)

7 Customer satisfaction with the complaints service provided

Description	2016/17	
11. Staff were open and transparent in how they dealt with your complaint	Very satisfied	18% (10 of 55)
	Satisfied	33% (18 of 55)
	Neither satisfied nor dissatisfied	20% (11 of 55)
	Dissatisfied	11% (6 of 55)
	Very dissatisfied	18% (10 of 55)
	Question skipped	11% (7 of 62)
12. You were not discriminated against as a result of your making a complaints	Very satisfied	18% (10 of 55)
	Satisfied	38% (21 of 55)
	Neither satisfied nor dissatisfied	27% (15 of 55)
	Dissatisfied	2% (1 of 55)
	Very dissatisfied	15% (8 of 55)
	Question skipped	11% (7 of 62)
13. Any written information we provided you was clear and easy to understand	Very satisfied	14% (8 of 56)
	Satisfied	32% (18 of 56)
	Neither satisfied nor dissatisfied	18% (10 of 56)
	Dissatisfied	14% (8 of 56)
	Very dissatisfied	22% (12 of 56)
	Question skipped	10% (6 of 62)
14. Taking into consideration our statutory timescales for responding to complaints at Stage 1 and Stage 2 of our Complaints Handling Procedure how satisfied were you that we responded to you in a timely manner?	Very satisfied	20% (12 of 58)
	Satisfied	31% (18 of 58)
	Neither satisfied nor dissatisfied	14% (8 of 58)
	Dissatisfied	14% (8 of 58)
	Very dissatisfied	21% (12 of 58)
	Question skipped	6% (4 of 62)

7 Customer satisfaction with the complaints service provided

Description	2016/17	
14a. If you did not receive a response within the above timescales, did we contact you to let you know there would be a delay in responding to your complaint and discuss an extension?	Yes	31% (9 of 29)
	No	69% (20 of 29)
	Question skipped	53% (33 of 62)
15. If your complaint was about Social Work Services and this progressed to an independent Complaints Review Panel, how satisfied were you with the timeliness of this process?	Very satisfied	-
	Satisfied	25% (2 of 8)
	Neither satisfied nor dissatisfied	63% (5 of 8)
	Dissatisfied	-
	Very dissatisfied	12% (1 of 8)
	Question skipped	87% (54 of 62)
15a. How satisfied were you that you were kept informed through the independent Complaints Review Panel process?	Very satisfied	-
	Satisfied	22% (6 of 27)
	Neither satisfied nor dissatisfied	45% (12 of 27)
	Dissatisfied	11% (3 of 27)
	Very dissatisfied	22% (6 of 27)
	Question skipped	56% (35 of 62)
16. If you can remember, what was the outcome of your complaint?	Upheld	24% (13 of 55)
	Not upheld	18% (10 of 55)
	Partially upheld	27% (15 of 55)
	Resolved	13% (7 of 55)
	Other	9% (5 of 55)
	Unsure	9% (5 of 55)
	Skipped question	11% (7 of 62)
17. Did we confirm the outcome of your complaint to you writing (by email or letter)?	Yes	95% (56 of 59)
	No	5% (3 of 59)
	Question skipped	5% (3 of 62)

7 Customer satisfaction with the complaints service provided

Description	2016/17	
18. How satisfied were you that you were provided with a suitable solution to resolve your complaint?	Very satisfied	15% (9 of 59)
	Satisfied	26% (15 of 59)
	Neither satisfied nor dissatisfied	10% (6 of 59)
	Dissatisfied	15% (9 of 59)
	Very dissatisfied	34% (20 of 59)
	Question skipped	5% (3 of 62)
19. Even if you did not agree with the outcome of your complaint, how satisfied were you that we had fully looked into the issues you had raised?	Very satisfied	14% (8 of 56)
	Satisfied	23% (13 of 56)
	Neither satisfied nor dissatisfied	20% (11 of 56)
	Dissatisfied	5% (3 of 56)
	Very dissatisfied	38% (21 of 56)
	Question skipped	10% (6 of 62)
20. If your complaint was upheld or partially upheld, did we reassure you that we would take corrective action to prevent the issues you raised happening again?	Yes	42% (19 of 45)
	No	58% (26 of 45)
	Question skipped	27% (17 of 62)
20a. If corrective action was identified, how satisfied are you that the service has done what it said it would?	Very satisfied	10% (4 of 40)
	Satisfied	30% (12 of 40)
	Neither satisfied nor dissatisfied	23% (9 of 40)
	Dissatisfied	10% (4 of 40)
	Very dissatisfied	28% (11 of 40)
	Question skipped	35% (22 of 62)

7 Customer satisfaction with the complaints service provided

Description	2016/17	
21. Overall, how satisfied were you with our handling of your complaint?	Very satisfied	15% (9 of 59)
	Satisfied	31% (18 of 59)
	Neither satisfied nor dissatisfied	10% (6 of 59)
	Dissatisfied	12% (7 of 59)
	Very dissatisfied	32% (19 of 59)
	Question skipped	5% (3 of 62)
22. Overall, how satisfied were you with the outcome of your complaint?	Very satisfied	10% (6 of 59)
	Satisfied	27% (16 of 59)
	Neither satisfied nor dissatisfied	12% (7 of 59)
	Dissatisfied	15% (9 of 59)
	Very dissatisfied	36% (21 of 59)
	Question skipped	5% (3 of 62)
23. Overall, how satisfied were you with the time taken to respond to your complaint from start to finish?	Very satisfied	19% (11 of 59)
	Satisfied	27% (16 of 59)
	Neither satisfied nor dissatisfied	22% (13 of 59)
	Dissatisfied	12% (7 of 59)
	Very dissatisfied	20% (12 of 59)
	Question skipped	5% (3 of 62)

7 Customer satisfaction with the complaints service provided

Description

2016/17

24. Finally, do you have any other comments about how your complaint was handled or suggestions on how we may improve our service to customers?

1. If this is the Council's service to customers it's disgusting. I'm unsatisfied by their lack of duty of care and I will now proceed to take this further
2. I emailed 16/12/16 and completed online complaint which was received 06/02/17. Wholly unacceptable reply time. I can only guess that had I not chased up my initial complaint I would never have received a reply. Advice, do not ignore complaints or complainants. The attitude demonstrated by Education staff at all levels is one of being untouchable. Very disappointing and a total lack of accountability from Dumfries and Galloway Council
3. I elected to receive correspondence by email... while this was mostly satisfactory I was not able to return a completed outcome satisfaction form as it didn't allow completion on my computer
4. My complaint went over deadline twice with no apologies, partially upheld but not made aware of how this will be resolved, unclear what has changed as a result. An unsettling experience
5. Very poor
6. Your complaints dept simply backed up the original officer whose attitude to me had been 'disgusting'. No attempt was made to fully understand the complaint. It was admitted that there was systemic failure in the system for dealing with noise nuisance in Dumfries town centre and it then clear that work needs to be done to improve the system. I have not been made aware of any progress to addressing the systemic failure and have no confidence that the issue will be addressed. I remain a victim of noise nuisance and with no protection from the department that is paid to protect me. I will give the council a period of 3 months to persuade me that they are addressing the issue before going to the SPSO for maladministration and I can only recommend that one of your officers contacts me to agree this. They will find that I can make a positive contribution to the resolving of a problem that affects every resident in Dumfries town centre. There has been a total failure in service.
7. I am dissatisfied with the way my complaint was handled because I feel that as a head injured person my credibility was unfairly questioned. I have more difficulty dealing with stress and anxiety and it was due to the stress caused by the incident with my social worker that I felt unable to attend my review. It would have been helpful to discuss the matter verbally

7 Customer satisfaction with the complaints service provided

Description

2016/17

24. Finally, do you have any other comments about how your complaint was handled or suggestions on how we may improve our service to customers?
8. Complaint made by DAGCAS. This survey form sent to DAGCAS in formally sealed envelope stating "this mail for individual only..." No reference to client within envelope, however client name included as part of the address. I would say this is a breach of confidentiality.
 9. The outcome of this was nothing short of a joke, but I am not surprised as I have dealt with this council before. No satisfaction forms were provided
 10. Response time slow, issues should be dealt with more swiftly. Initial response lacked detail and so left the query unanswered. Statements published by the council should be accurate and detailed
 11. I complained about the poor repair of the roads outside my house and the noise and disruption it is causing us as a homeowner and a business. My second issue was the problems with tractors and HGV vehicles using the road. The road man initially looked at the wrong road, he didn't pay a visit as promised which would have solved the issue
 12. I am very dissatisfied with the outcome even though it was upheld. There is no clarity or confirmation that any action within any timescale will be undertaken. Better communication is vital as is listening to clients and complaints. There were too numerous managers involved asking the same questions or being included in any decisions. Easier methods of reporting complaints required
 13. It would be good to speak to someone about it by phone. All I got was a letter to give the conclusions to my concerns
 14. I find it worrying that a Head Teacher and Deputy Head can blatantly lie and my complaint wasn't upheld! What was the point of complaining if nothing is done!
 15. Although the complaint was upheld (and presumably dealt with) I was not informed as to how the issue would not recur. I was told that 'measures had been taken' to prevent it happening again. I would have preferred it if someone had called to discuss it with me instead of or as well as writing. An apology from the actual department rather than the Complaints Unit would have been preferred
 16. Terrible feedback survey form. It is generic that does not apply to the majority of my complaint, does not explain the lack of commitment to providing good customer service. I never got a reasonable explanation why it was OK to discount sports facilities in some areas but not in others

7 Customer satisfaction with the complaints service provided

Description	2016/17
24. Finally, do you have any other comments about how your complaint was handled or suggestions on how we may improve our service to customers?	
17. Make sure your staff know your policies and make sure your contractors know your land and cut it all annually	
18. They got my complaint completely wrong. Said I was complaining about something else. And then found themselves to be totally blameless. Surprise surprise	
19. Council does not give a stuff about care and welfare of people, residents and actively puts them in danger and causes distress and damage to health and welfare. Irresponsible and dangerous	
20. When someone makes a complaint they should have their complaint acknowledged as a matter of course. Seemingly 2 inspections of the damage to this public road in question were carried out without contacting me. It would have been better if someone had spoken to me about my concerns	
21. Was fobbed off and told it was partially upheld so made me feel like I had lied	
22. Please contact me to discuss further as I am extremely dissatisfied and the local authority are nothing short of a disgrace	
23. The phrase 'petty gripe' on official correspondence from licencing proves to me that my complaint was not given any proper thought. As a result I am now seeking legal advice on the powers of all relevant laws/legislature that said department is operating under. (This is now an industry action, not just an individual action)	
24. I cannot say any more about this issue as we are to use the Loreburne Hall for classes and gym for some time. The gym is fine, my problem is the noise coming from the kids play area which is noisy. I am deaf and no microphones are used in the classes. This is what I raised in my letter. I don't think anything will come of this	
25. It was largely ignored. Despite the overwhelming evidence from myself (admittedly I sent some clarifications after the member of staff had been spoken to so a large number of points were not raised) Nothing has changed at all. The member of staff is still a vindictive witch that is rude and mean to children and people with learning disabilities and thoroughly inappropriate for the job	
26. I would like to apologise for not sending the printed response. It was dealt with, the matter resolved and I thank Dumfries and Galloway council for their help	

7 Customer satisfaction with the complaints service provided

Description

2016/17

24. Finally, do you have any other comments about how your complaint was handled or suggestions on how we may improve our service to customers?
27. When I was contacted by telephone to discuss the issues raised I asked that relevant photographs be viewed and the person on the phone told me she had not seen the photos I submitted and had no knowledge of them which annoyed me as they were a key point to my flooding complaint. Why was that? Plus I have not received any notification of payment for an invoice for my time wasted due to my access to my property being blocked
28. Never heard of any outcome to my complaint.
29. The ombudsman is now involved due to our dissatisfaction
30. Very poor. I am embarrassed on behalf of the council at the low quality of service
31. I found Mrs C to be most courteous and helpful and the repair was carried out satisfactorily within a day. It would have been more helpful if I had been informed in the first instance that a formal complaint notice was the most appropriate and effective way towards a resolution
32. Part of my complaint was in connection with the communication methods with the council. I used the online form within your website which does not provide you with a copy of the contact or a receipt when sent. If these were included the process would be more effective
33. My complaint was not taken seriously and indeed was only investigated at all at my insistence when the first complaint was refuted by Education. I provided names and addresses and they were never spoken to. If my health was better I would take this matter all the way and involve my solicitor. My outcome was a total cover up!
34. No problems with handling of the complaint. Had a call from the Roads Department advising they would repair the road the following day. It was partially done
35. None
36. I wrote a letter in response to the complaints I made about the state of the road in question and explained why I had not filled in the questionnaire you sent. I refer you to this letter as many of your standard questions and answers I do not think cover the complaint

8 Changes or improvements to services or procedures as a result of the consideration of complaints

The examples below demonstrate service improvements and/or changes that have been made to Council services as a result of our learning from the key themes of complaints.

Improvement work undertaken

Children, Young People and Lifelong Learning - The Directorate has recently reviewed their management arrangements in terms of the Complaints Handling Procedure (CHP). Responsibility for oversight of the CHP in relation to Social Work Services, all other Services, and the Integrated Health and Social Care CHP not sits within the new Performance and Quality Team to ensure appropriate governance and consistency in dealing with complaints

Children, Young People and Lifelong Learning - Learning from Stage 1 complaints has resulted in the development of a mandatory E-learning module, 'Good Conversations and Complaints Handling' to seek improvements in first contact, frontline resolution and ensure that all staff are confident and competent in their interaction with our customers

Children, Young People and Lifelong Learning - The Directorate has adopted a new 'First Contact Pro-forma' for use by any member of staff dealing with a complaint. This is designed to ensure all necessary details are captured once and is accurate and agreed with the complainant. It also gives guidance to the member of staff in asking the correct questions, ascertaining the correct level of detail and capturing absolute clarity from the complainant on their preferred outcome which is essential if early, frontline resolution is to be obtained

Children, Young People and Lifelong Learning (Social Work Services) - As a learning point from a complaint about an Occupational Therapy referral not being actioned which resulted in a significant delay in installing a Care Call system in a service user's home who lived alone and had just been discharged from hospital., a new process to address identified issues was introduced within a specific locality Adult Duty Team

Children, Young People and Lifelong Learning (Social Work Services) - Social Work staff were reminded of the importance of communicating with service users and their families, even in situations where no information can be shared. This action resulted from several complaints over poor communication between Social Work Services and service users and families. In particular, phone calls not being returned and correspondence not being acknowledged in circumstances where it was either not possible to provide any information due to the Data Protection Act, or because there was no updated information to share

8 Changes or improvements to services or procedures as a result of the consideration of complaints

The examples below demonstrate service improvements and/or changes that have been made to Council services as a result of our learning from the key themes of complaints.

Improvement work undertaken

Communities - The SPSO judged that an Area Committee decision had effectively taken a substantial element of a grant award to one applicant and awarded it instead to an organisation which had not met the minimum requirements according to the scoring criteria. The Council was criticised for lack of transparency. As a result of recommendations made by the SPSO the Council reminds Elected Members that they are required to provide a full, clear and substantial reason for their decision making and that any discretionary variations from recommendations based on the Council's agreed scoring processes and criteria requires a full explanation and clear rationale for the Committee minute.

Communities - Complaints were received regarding the time taken for telephone calls to be answered by the Contact Centre, particularly around the time when Council Tax bills were being issued. To address this the opening hours of the Contact Centre were temporarily increased and the new opening times were advertised (in advance) on social media. Extra staff trained in Council Tax were co-opted in and more Contact Centre staff were trained to handle these calls.

Communities - Following complaints from Funeral Directors and Elected Members about the time take to arrange an appointment to register a death at local registration offices a new system was introduced whereby customers could either contact the main Council telephone number to speak to an advisor to book their registration appointment or through their local integrated facility. This has provided a consistent process across Dumfries and Galloway with improved, consistent opening times

Corporate Services - As a result of a complaint investigated by the SPSO complaints about responses to requests for information under the Freedom of Information (Scotland) Act 2002 are being handled solely through the FOI Review process and not the Council's Complaints Handling Procedure.

Corporate Services - In response to the SPSO's report on how an Area Committee arrived at a grant decision (see the first Communities learning point above) all Elected Members were reminded of their responsibilities for ensuring openness, transparency and fairness in their decision making. As part of their induction programme this complaint was used as a case study and the Members received briefings on the code of conduct, ethics, integrity and the importance of public perception

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The examples below demonstrate service improvements and/or changes that have been made to Council services as a result of our learning from the key themes of complaints.

Improvement work undertaken

Corporate Services - In dealing with a series of complex, multi-stranded complaints from a particular complainant, the Directorate has implemented a one-point contact model so that such complaints are better dealt with and responded to in a consistent and coherent manner.

Economy, Environment and Infrastructure - As a result of a recommendation made by the SPSO more explicit references are being made to the relevant policy/policies when assessing a planning application in a committee report.

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**If you would like some help understanding this document or need it in another format please phone
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