

Appendix 3: Complaints by service area and reason type 2015/16

Communities and Place:

Number of complaints by Service Area

Waste Management - Refuse Collection	114
Leisure - Sports Facilities	20
Grounds Maintenance - Trees	14
Highways Maintenance – Public Highway	12
Planning - Procedure	10
Waste Management - Bulky Collection	10
Street Cleansing	7
Traffic & Transport – Parking Services	6
Highways Maintenance – Repairs	4
Traffic & Transport – Pubic Transport	3
Fleet Management	3
Planning – Applications	3
Leisure – Parks Facilities	3
Traffic & Transport – Traffic Control	2
EARS - Trading Standards	1
Traffic & Transport – Traffic Management	1
EARS – Bereavement Services	1
EARS – Response Unit	1
Grounds Maintenance – Grounds/Hedge cutting	1
Derby Live	1
EARS – Licensing	1
Local Land Charges	1
EARS – Pest Control	1
Total	220

Number of complaints by outcome reason for complaint*

Non Collection	58
Poor Service	27
Not Happy with Service	19
Staff Conduct	7
Missed Collection	6
Non Delivery of Bins or Bags	5
Lack of Information or Progress	5
Other	3
Dispute	3
Poor or No Communication	3
Delay in Service	2
Condition of Pavements	1
Repairs	1
Payment or Refund	1
Total	141

**Excludes those where no outcome reason is logged.*

Organisation and Governance:

Number of complaints by Service Area

Benefits – housing benefit	24
Council Tax – process	24
Customer Management – service	21
Council Tax – payments	6
Business Rates	4
Registrars	4
Benefits – council tax benefit	2
Benefits – free school meals	1
Finance	1
Housing benefits overpayments	1
Insurance	1
Missing service area	1
Total	90

Number of complaints by outcome reason for complaint*

Poor Service	40
Not happy with service	10
Delay in service	9
Staff conduct	1
Changes or reduced service	1
Dispute	1
Total	62

**Excludes those where no outcome reason is logged.*

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Children and Young People:

Complaints by Service Area

Child in Care	15
Child Not in Care	27
CYP - With Disability	5
Total	47

Complaints by outcome reason type*

Policy Issue	1
Lack of Information	2
Delay in Service	3
Lack of Communication	5
Decision - Childrens	5
Conduct Attitude of Staff	11
Quality of Service	17
Total	44

Adult Services:

Complaints by Service Area

Adult Social Care – all	5
All	7
Carers	2
Over 65s	18
Under 65s	2
Under 65s with mental health problems	3
Under 65s with physical or learning disability	7
Total	44

Complaints by outcome reason type*

Assessments	9
Older People	9
Mental Health	8
Finance	4
Learning disability general	4
Blue Badge	1
Commissioning contracting	1
Day Care LA	1
Enablement LA	1
Residential Care LA	1
Safeguarding	1
Total	40

*Excludes those where no outcome reason is logged.