

NORTH YORKSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

10 May 2010

Corporate Complaints and Compliments

1.0 PURPOSE OF REPORT

- 1.1 To present to Members, for their information, schedules of the corporate compliments and complaints received during Quarter 2 (July to September 2009) and Quarter 3 (October to December 2009).

2.0 BACKGROUND

- 2.1 The Committee periodically considers statistical information relating to complaints and compliments received by the Council.

3.0 STATISTICAL INFORMATION

- 3.1 Attached at Appendices 1 and 2 respectively are schedules of the corporate compliments and complaints received by the Council during Quarter 2 (July to September 2009) and Quarter 3 (October to December 2009).
- 3.2 There is no separate Quarter 4 (January to March 2010) report, so the Quarter 4 figures will be included in the annual performance report for 2009/10, which will be brought to the Committee's September meeting, along with the Quarter 1 report (April to June 2010) and the wider ethical indicators statistical information.

4.0 RECOMMENDATIONS

- 4.1 That Members note the contents of this report.

CAROLE DUNN

Assistant Chief Executive (Legal and Democratic Services) and Monitoring Officer

Background Documents:

None

County Hall
NORTHALLERTON

27 April 2010

NORTH YORKSHIRE COUNTY COUNCIL
MANAGEMENT BOARD
3 NOVEMBER 2009
COMPLIMENTS AND COMPLAINTS QUARTERLY REPORT
QUARTER 2 – JULY TO SEPTEMBER 2009

Introduction

1. This is the second quarterly report on compliments and complaints this year and covers the period July to September 2009. A report will also be presented to the Standards Committee.
2. Figures for the previous quarter and for the same quarter and total for last year have been included for comparison.
3. The percentage of upheld or partly upheld complaints and complaints dealt with over timescale shows us where problem areas may lie (Appendix 1 shows actions/learning that has been identified to address issues arising). However, those complaints that are not upheld can still help us to improve services and should still be monitored.

Compliments Received

Compliments Received	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central	Total for year/quarter
Total 2008/09	843	921	47	47	110	1968
Quarter2 2008/09	200	233	4	12	22	471
Quarter1 2009/10	166	237	24	12	12	451
Quarter 2 2009/10	217	214	16	10	20	477

4. There is nothing remarkable about this quarter's figures.

Complaints Received Stages 1 - 3

Complaints Received	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central	Total for year/quarter
Total 2008/09	492	165	14	91	18	780
Quarter 2 2008/09	128	61	3	20	1	213
Quarter 1 2009/10	78	31	7	18	1	135
Quarter 2 2009/10	51	41	7	16	2	117

5. The number of complaints received in ACS has fallen compared to the last quarter. This is mostly due to a drop in complaints being received about charges for internet use in libraries.

6. The difference between this year and last is largely due to work carried out in ACS Community Services raising awareness of the differentiation between complaints and comments. All comments information continues to be captured to assist with service delivery.

Timescales

7. A total of 92 (83%) complaints were completed within target timescale and 19 (17%) complaints took longer than the deadline set. Of these 13 were handled through the statutory procedure for Social Care complaints, which is noted for being generally of a more complex nature requiring specialist input and the involvement of other agencies and occasionally legal advice. The percentage completed within timescale has dropped from 87% in the last quarter.
8. It should be noted that under the new regulations for Adult Social Care complaints there is no fixed timescale, although internally target response times are in place. These vary dependent upon complexity and a deadline for full response is negotiated with the complainant in each case.
9. Other reasons for delay include staff commitments, legal issues, staff changes and staff/complainant availability.
10. When complaints do go over timescale complainants are kept fully informed in accordance with procedures.

Outcomes of Complaints by Directorate

Outcomes	ACS			BES			CEG			CYPS			FCS			TOTAL		
	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU
Total 2008/09	191		309	80		83	7		3	43		34	8		7	329		436
Quarter2 2008/09	37		96	32		27	2		2	5		8	1		1	77		134
Quarter 1 2009/10	15	14	49	10	2	13	2	1	6	3	5	5	0	0	1	30	22	74
Quarter 2 2009/10	20	7	22	18	1	23	1	1	2	2	8	4	0	1	1	41	18	52

U = Upheld PU = Partly Upheld NU = Not Upheld

11. Last year upheld and partly upheld complaints were counted together. These have now been split.
12. This quarter 37% of complaints were upheld, 16% were partly upheld and 47% were not upheld. Last quarter 24% were upheld, 17% were partly upheld and 59% were not.
13. Some complaints will be upheld, but we seek to learn from these and improve our services as a result. Changes that have been made as a result of upheld or partly upheld complaints during quarter 1 are detailed in Appendix 1 'Overview of Learning Outcomes for Upheld or Partly Upheld Complaints'.

Reason for Complaint

Category	Poor Service			No Service			Delay in Service			Disagree decision/ policy			Staff Attitude		
	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU
Total 2008/09	155		86	11		22	22		10	36		228	48		26
Quarter2 2008/09	30		39	4		11	5		1	5		50	24		8
Quarter 1 2009/10	6	6	15	3	1	4	5	1	2	3	6	30	2	1	3
Quarter 2 2009/10	9	4	9	6	0	4	0	0	7	4	4	17	9	3	3

Category	Poor Communication			Premises*			Service Users*			Other			Total		
	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU
Total 2008/09	35		18	New category			New category			22		46	329		436
Quarter2 2008/09	6		5	New category			New category			3		20	77		134
Quarter 1 2009/10	11	6	4	0	0	8	0	0	0	0	1	8	30	22	74
Quarter 2 2009/10	9	5	3	0	0	0	3	1	1	1	1	8	41	18	52

U = Upheld PU = Partly Upheld NU = Not Upheld

***New categories – Premises, to do with the fabric of our buildings – Service Users, where complaints have been about the behaviour of other service users.**

14. Last year upheld and partly upheld complaints were counted together. These have now been split. The Directorate Complaints Coordinators Group also agreed to remove the category Personnel as it was not being used and to add two new categories – Premises and Service Users.
15. This quarter 111 stage 1 - 3 complaints were completed. 25 of these fell in the Disagree with Decision/Policy category, 22 in Poor Service and 17 in Poor Communication.
16. 68% of those complaints in the Disagree with Decision/Policy category were not upheld.
17. 41% of 'Poor Service' complaints were upheld and 18% were partly upheld. 53% of 'Poor Communication' complaints were upheld and 29% were partly upheld. These complaints were spread across several service areas and no particular cause for concern has been identified.

Complaints Process

18. During the last quarter 74 complaints were received at stage one, six at stage two and two at stage three.
19. It can be seen that only a small percentage of complaints move on to stages 2 (formal Investigation) and 3 (review of investigation by Chief Executive). This is a reflection of the aims of the procedure.

20. 35 adult social care complaints were received in the quarter. The statutory procedure now has no fixed stages, but each complaint is evaluated on an individual basis and a complaint resolution plan is agreed with each complainant outlining how the complaint will be addressed.

Ombudsman's Complaints

21. At 1st July 2009 nine Ombudsman complaints were already in progress and a further 15 were received during the quarter. 16 complaints were still in train at the end of the quarter.
22. Eight complaints were decided upon – four 'no maladministration' and four 'Ombudsman's Discretion'. Six responses to the Ombudsman were made within timescale and two were overdue.

Learning from Complaints

23. Appendix 1 shows learning actions and outcomes from complaints that were upheld or partly upheld and for any complaints where the Ombudsman's decision was of Local Settlement.

Conclusion

24. The numbers of complaints the Authority currently reports on are low, so it is difficult to identify any trends or areas of concern. Also, a small change in numbers can affect percentages greatly, for example the decrease in ACS complaints received was just 27, but this equated to a percentage drop of 35%.
25. Complaints dealt with within our target of 20 working days have decreased to 83% from 87% last quarter.
26. 37% of complaints were upheld compared to 24% last quarter and 16% were partly upheld compared to 17% last quarter.
27. The team of Directorate Complaints Coordinators continue to meet regularly to share best practice.
28. The tendering process for the corporate electronic recording system for compliments, comments and complaints has started, with responses for the pre-qualification questionnaire due by 25th November 2009. It is expected that the contract will be awarded in early March 2010.

Amanda Fry
Staff Officer to the Chief Executive
County Hall
NORTHALLERTON

29 October 2009

Overview of Learning Outcomes for Upheld or Partly Upheld Complaints
Quarter 2: July – September 2009

STAGE 1 COMPLAINTS		
Directorate	Description	Learning Action/Outcome
ACS Community	A number of upheld complaints regarding not being able to find the telephone number of library in telephone book	L&IS to review how contact details for libraries are publicised
	3 complaints regarding staff attitude re customer service	Discussion has taken place with staff involved
	A number of complaints from customers re heat in libraries	Discussion has already taken place with landlords regarding the air conditioning unit
ACS Social Care	Unhappy with changes to policy for support workers	Explanation of planned changes. Further discussion on way forward
	Quality of care by private provider	Recommendations made and CQC alerted
	Poor communication	Apology and review of practice
	Incorrect charging and attitude of worker	Apology, top-up reimbursed and monitoring of worker
	Missed contact	Apology and reminder to staff
	Charging and quality of care	Apology and explanation
	Lack of assistance from staff	Apology and reminder to staff
	Attitude of provider staff and withdrawal of service	Recommendations made and alternative service sought
	Care package	Apology for delay and waiver of charge
	Lack of information	Apology and alternative arrangements made
	Quality of assessment and delay	Reassessment offered
	Lack of contact and support	Apology and new worker allocated
	Poor communication re case management	Meeting and explanation of actions. Way forward agreed
	Missed appointment	Apology and refund of travelling expenses
Delay in invoicing	Apology and explanation	
BES	Appalling conditions of the highways outside home	Need to keep customer updated and informed when we try to solve a problem and the solution does not work. Customer Care training organised for all H&T staff.
	We sent an overhanging vegetation letter wrongly	Human error in identifying the property in question. However, it does remind all staff to be diligent at all times in their work and to double-check information provided to them.
	Lack of communication regarding kerbing works the Parish Council wish to be undertaken	Importance of not using personal email addresses for external correspondence stressed within the Area Office. Correspondence Procedure circulated to be followed by all - being monitored. Issue will be raised at the next and future Team Meetings. Staff will also be made more aware of Stage One Complaints, what can constitute one and the processes in place. Area 6 Complaints Procedure established and sent to all a few months ago.
	Parcel of land adjacent to the Village Hall	Ensure consistency through better communication internally and review procedures. Ensure this is used as a bad example on Customer Care course.
	Lack of reply to correspondence	Ensure that acknowledgements are sent out when required so that this does not occur again. Follow-up checks to be undertaken in future.
	Lack of reply to enquiry	Correspondence to be monitored by 'receiving' team and not removed from the database until all transactions completed.
	Removal of hedge and fence obstructing right of way without prior consultation, subsequent attitude of staff and poor quality of work undertaken incurring cost.	Improvement identified was that even where we are carrying out works to remedy an unlawful situation, we must make sure we communicate properly with landowners - this has been reinforced to the rangers.
	Downgrading of public bridleway - a formal complaint about the delay in sending order to the Secretary of State	Follow-up checks to be instigated to ensure that actions are carried out on time.

STAGE 1 COMPLAINTS		
Directorate	Description	Learning Action/Outcome
BES cont.	Incorrect information published on service 30	Ensure timetables are appropriately labelled
	Appointment missed	Ensure that officers give precise time and date when making appointments
	Attitude of HWRC staff	Further training on implementation of vehicle/trailer policies and expected level of customer service for all site staff to be conducted by Waste Policy Officer. Contract supervisors to closely monitor standard of operations to ensure in line with contractual requirements
	Customer feels operative is quite uptight & threatening	Contractors informed to adopt a more customer friendly approach.
	Initially refused permission to tip waste at 09:59 when the slot for trailers of the size using does not finish until 10:00	Contractors informed to adopt a sensible flexible approach when implementing policies.
	Area 2 - Access at Kirkby Fleetham	Review of procedures for issuing information to the public (verify accuracy before release).
	Lack of response to correspondence and overcharging issue	Database issues - current database not robust, proposed replacement currently being progressed by Corporate Performance and Transformation Group. Service delivery – identified need to develop/implement a service delivery plan which will require 2 staff external to CSI (1 clerical and 1 technical) to provide backfilling at one days notice for planned/unplanned absence.
	Has been trying for the past 6 years to have satisfactory remedial works carried out on the highway	Changes to works programme to be communicated. Customer Care training being organised for all Highways staff.
	NYCC wrote - illegally deposited material and opened up access on highway - asking that access be returned to original state. Wrote back saying will return access to original state if received information on width of road. Said thought was being treated differently and thus unfairly, to other residents on that road.	Careful thought is, as always, required when writing a response to a customer. Staff should not in future offer the FOI route when there are alternatives available. Additional FOI and Data Protection training is to be researched to see if there are opportunities for staff to undertake such training.
	Lack of reply to telephone calls and lack of enforcement against farmers who dig up public rights of way	Notes of all conversations must be kept as a file copy
CYPS Social Care	Has not received payments due for caring for grandson	Special Guardianship Allowance has been resolved and now receiving the appropriate amount including payments back dated
	Alleges complaint form submitted end of May and online complaint made 29/6/09. Neither was received. Complaints manager asked complainant to submit his complaint direct to Complaints Manager via email. Alleges SW is biased towards family.	New SW allocated to daughter
	Concerns over Core Group minutes and treated generally in matters over her grand-daughter.	Ensure improvement of Core Group Meeting Minutes
	Not receiving important paperwork Short notice of contact arrangements	Review arrangement for receipt of documents. Advanced notice of contact arrangements to be given.
	Angry and upset with how daughter and family treated	Foster carers given advice on use of sun protection
	Complaint about receipt of letter from After Care team	Hand delivery rather than postal delivery in certain circumstances
	Staff rude, unhelpful and unsympathetic. Calls from complainant not put on hold and alleges overheard talking in background about son's position.	Acknowledgement of inappropriate comments
	Access to updates on children not provided	To ensure updates for parent(s) who have parental responsibility
	Children reside with father - has concerns for welfare/safety	Unannounced SW visits to be used

FCS	Incorrect information given from Exchequer Services	Exchequer Services unaware of correct number needed to ring due to change in procedures in ACS. More communication needed when changes made to procedures.	
Legal Services	No written reply sent, although had been telephone conversations (Partly upheld)	Always send the reply in writing	
	2 complaints about poor administration re schools appeals	Line Manager structure in place to check on outgoing work	
STAGE 2 COMPLAINTS			
Directorate	Description	Learning Action/Outcome	
BES	Area 2 - Lack of agreed Business As Usual signs during a road closure	Confirm that service improvements have been put in place to ensure for all planned works a minimum of 10 days advance notification will be given to businesses and residents	
CYPS Social Care	Not being advised that involvement with Social Services was optional and voluntary.	To improve communication when issuing advice	
STAGE 3 COMPLAINTS			
Directorate	Description	Learning Action/Outcome	
	No upheld stage 3 complaints		
OMBUDSMAN COMPLAINTS			
Directorate	Description	Decision	Learning Action/Outcome
	No Ombudsman complaints upheld or Local Settlement		

NORTH YORKSHIRE COUNTY COUNCIL

MANAGEMENT BOARD

9 FEBRUARY 2010

COMPLIMENTS AND COMPLAINTS QUARTERLY REPORT

QUARTER 3 – OCTOBER TO DECEMBER 2009

Introduction

1. This is the third quarterly report on compliments and complaints this year and covers the period October to December 2009. A report will also be presented to the Standards Committee.
2. Figures for the previous quarter and for the same quarter and total for last year have been included for comparison.
3. The percentage of upheld or partly upheld complaints and complaints dealt with over timescale shows us where problem areas may lie (Appendix 1 shows actions/learning that has been identified to address issues arising). However, those complaints that are not upheld can still help us to improve services and should still be monitored.

Compliments Received

Compliments Received	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central	Total for year/quarter
Total 2008/09	843	921	47	47	110	1968
Quarter3 2008/09	293	188	12	10	20	523
Quarter1 2009/10	166	237	24	12	12	451
Quarter 2 2009/10	217	214	16	10	20	477
Quarter 3 2009/10	222	154	20	17	32	387

4. The number of compliments received in BES has dropped this quarter. This follows a similar pattern to the previous two years.

Complaints Received Stages 1 - 3

Complaints Received	Adult & Community	Business & Environment	Chief Executive	Children & Young People	Finance & Central	Total for year/quarter
Total 2008/09	492	165	14	91	18	780
Quarter 3 2008/09	67	51	1	22	6	147
Quarter 1 2009/10	78	31	7	18	1	135
Quarter 2 2009/10	51	41	7	16	2	117
Quarter 3 2009/10	86	34	2	23	3	148

5. The number of complaints received in ACS has risen somewhat compared to the last quarter. This is due to 32 complaints received regarding objections to requests for information about sexuality and religion contained within the public library user survey questionnaire.
6. All information gained from comments continues to be captured to assist with service delivery.

Timescales

7. A total of 138 (92%) complaints were completed within target timescale and 12 (8%) complaints took longer than the deadline set. Of these 6 were handled through the statutory procedure for Social Care complaints, which is noted for being generally of a more complex nature requiring specialist input and the involvement of other agencies and occasionally legal advice. The percentage completed within timescale has increased from 83% in the last quarter.
8. It should be noted that under the new regulations for Adult Social Care complaints there is no fixed timescale, although internally target response times are in place. These vary dependent upon complexity and a deadline for full response is negotiated with the complainant in each case.
9. Other reasons for delay include staff/complainant availability.
10. When complaints do go over timescale complainants are kept fully informed in accordance with procedures.

Outcomes of Complaints by Directorate

Outcomes	ACS			BES			CEG			CYPS			FCS			TOTAL		
	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU
Total 2008/09	191	309		80	83		7	3		43	34		8	7		329	436	
Quarter3 2008/09	53	19		22	31		1	1		15	9		3	2		94	62	
Quarter 1 2009/10	15	14	49	10	2	13	2	1	6	3	5	5	0	0	1	30	22	74
Quarter 2 2009/10	20	7	22	18	1	23	1	1	2	2	8	4	0	1	1	41	18	52
Quarter 3 2009/10	10	6	66	5	3	31	2	0	4	5	6	9	0	1	2	22	16	112

U = Upheld PU = Partly Upheld NU = Not Upheld

11. Last year upheld and partly upheld complaints were counted together. These have now been split.
12. This quarter 15% of complaints were upheld, 11% were partly upheld and 75% were not upheld. Last quarter 37% were upheld, 16% were partly upheld and 47% were not. This could be viewed as an improvement.
13. Some complaints will be upheld, but we seek to learn from these and improve our services as a result. Changes that have been made as a result of upheld or partly upheld complaints during quarter 3 are detailed in Appendix 1 'Overview of Learning Outcomes for Upheld or Partly Upheld Complaints'.

Reason for Complaint

Category	Poor Service			No Service			Delay in Service			Disagree decision/ policy			Staff Attitude																	
	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU															
Total 2008/09	155			86			11			22			22			10			36			228			48			26		
Quarter3 2008/09	37			7			5			4			9			1			10			40			9			7		
Quarter 1 2009/10	6	6	15	3	1	4	5	1	2	3	6	30	2	1	3															
Quarter 2 2009/10	9	4	9	6	0	4	0	0	7	4	4	17	9	3	3															
Quarter 3 2009/10	6	2	2	1	0	5	3	1	2	3	3	66	1	1	5															

Category	Poor Communication			Premises*			Service Users*			Other			Total											
	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU	U	PU	NU									
Total 2008/09	35			18			New category			New category			22			46			329			436		
Quarter3 2008/09	13			3			New category			New category			11			0			94			62		
Quarter 1 2009/10	11	6	4	0	0	8	0	0	0	0	1	8	30	22	74									
Quarter 2 2009/10	9	5	3	0	0	0	3	1	1	1	1	8	41	18	52									
Quarter 3 2009/10	5	8	6	2	1	3	0	0	2	1	0	2	22	16	112									

U = Upheld PU = Partly Upheld NU = Not Upheld

*New categories – Premises, to do with the fabric of our buildings – Service Users, where complaints have been about the behaviour of other service users.

14. Last year upheld and partly upheld complaints were counted together. These have now been split. Two new categories – Premises and Service Users were introduced this year.
15. This quarter 150 stage 1 - 3 complaints were completed. 72 of these fell in the Disagree with Decision/Policy category, 29 in Poor Service and 19 in Poor Communication. This is the third quarter where these are the top three categories. It is hoped that following the introduction of the new recording system further analysis can be made to investigate possible reasons why this is so.
16. 92% of those complaints in the 'Disagree with Decision/Policy' category were not upheld. Only 3 (4%) were upheld.
17. 21% of 'Poor Service' complaints were upheld and 7% were partly upheld. 26% of 'Poor Communication' complaints were upheld and 42% were partly upheld. No particular cause for concern has been identified.

Complaints Process

18. During the last quarter 108 complaints were received at stage one and eight at stage two. No stage three complaints were received. It can be seen that only a small percentage of complaints move on to stages 2 (formal Investigation) and 3 (review of investigation by Chief Executive). This is a reflection of the aims of the procedure.
19. 32 adult social care complaints were received in the quarter. The statutory procedure now has no fixed stages (for these statistics all new complaints are included as stage 1), but each complaint is evaluated on an individual basis and a complaint resolution plan is agreed with each complainant outlining how the complaint will be addressed.

Ombudsman's Complaints

20. At 30th September 2009 eight Ombudsman complaints were in the process of being investigated and a further four were received during the quarter. Eight complaints were still in train at the end of the quarter.
21. Four complaints were decided upon – two 'no maladministration', one 'Ombudsman's Discretion' and one Local Settlement. All responses to the Ombudsman were made within timescale.
22. The decision of Local Settlement was made on a case regarding a request for a statement of special education needs. Following receipt of further medical information (not in response to the complaint) the Council made the decision to issue a statement and the Local Government Ombudsman recorded this as settling the complaint.

Learning from Complaints

23. Appendix 1 shows learning actions and outcomes from complaints that were upheld or partly upheld and for any complaints where the Ombudsman's decision was of Local Settlement.

Conclusion

24. The numbers of complaints the Authority currently reports continue to be low, so it remains difficult to identify any trends or areas of concern, although some patterns are becoming apparent. This also means that a small change in numbers can have a greater effect on percentages.
25. Complaints dealt with within our target of 20 working days have increased to 92% from 83% last quarter.
26. 15% of complaints were upheld compared to 37% last quarter and 11% were partly upheld compared to 16% last quarter.
27. The team of Directorate Complaints Coordinators continue to meet regularly to share best practice.
28. In the light of the likely financial position the Directorate Complaints Coordinators Group anticipate an increase in the number of complaints

received. The last time eligibility criteria were changed in ACS there was a 20% increase in the number of complaints received.

29. We are also facing changes in the national position. SEN complaints are already being referred to the Local Government Ombudsman. In the near future they will also pick up complaints against schools and in the longer term they will also consider complaints by self-funders against private care homes and care providers. In theory these complaints will go directly to the Ombudsman, but there will inevitably be some impact and knock-on for the Local Authority. It will be important therefore that we monitor and learn from the issues raised from those complaints, particularly in relation to picking out particular geographical or policy areas. Again, all this means we must be on the front foot in terms of systems to support the complaints procedure as it expands ever further.
30. The tendering process for the corporate electronic recording system for compliments, comments and complaints is underway. A new system is becoming imperative to maintain and improve the system as the changes above are implemented. The deadline for the Pre Qualification Questionnaire was 25th November 2009. Corporate funding has been earmarked. Evaluation took place and financial checks started in December. These have proved to be rather complex and are still ongoing. An expected contract award date cannot be given, although it is clear that this will now be in the new financial year.

Amanda Fry
Staff Officer to the Chief Executive
County Hall
NORTHALLERTON

5 February 2010

Overview of Learning Outcomes for Upheld or Partly Upheld Complaints
Quarter 3: October – December 2009

STAGE 1 COMPLAINTS		
Directorate	Description	Learning Action/Outcome
ACS Community	Unhappy with treatment from a member of staff – libraries	The team leader involved has already had a discussion with the member of staff involved.
	Complaint regarding the price of Jute bags for carrying books in	Library and Information Service to investigate if a cheaper alternative could/should be provided.
	2 complaints regarding other service user's noisy behaviour.	Team leader is already involved in working with local schools.
ACS Social Care	Quality of service and communication	Meeting, explanation & agreed plan of action.
	3 complaints regarding poor Communication	Explanation and apology for poor communication.
	Lack of information	Apology and review of local systems.
	2 complaints regarding Quality of service	Apology and further staff training/communication plan agreed and new care plan provided.
	2 complaints regarding Information about charges	Apology and waiver of charges/apology and reduction in charges.
	Lack of consultation	Apology and explanation of new arrangements.
BES	Drains outside property regularly blocked - flood damage. Drain investigation arranged 18 months ago - partially collapsed drain was source - no action taken since then.	There is now buddy system in place between inspectors and all staff to ensure that information is shared and that matters can be followed up on in the absence of a member of staff.
	No reply to two letters	Correspondences into HAM to be monitored by 'receiving' team and not removed from the database until all transactions are completed. Ownership – deal with communication from start to finish – chase up and progress report.
	Delay in responding to search	A check of the searches database has been re-introduced and is to be carried out on all correspondence received before and acknowledgement is prepared.
	Incomplete reply to enquiry on bus times	Part upheld – service has set tighter timescales for correspondence targets. Reinforce the need for staff to adhere to timescales and to understand what the question is.
	Disappointed with IPT response to an incident involving a bus driver being abusive towards other drivers in front of students. Feels should have been dealt with sooner.	Reinforce the need for staff to prioritise complaints and deal with them in accordance with targets.
	Refused entry to HWRC because arrived one minute late.	A formal revision to guidance advising contractor staff to allow customers a window of 10 minutes beyond each time restriction to enter a site has been issued
CEG	Wait 20 mins to get through to Customer Service Centre	New members of staff have been recruited to cover the possible risk, training is in place.
	Blue badge application	Reassessment carried out.
CYPs Social Care	Request for respite care not fulfilled	Advised that a CAF assessment will be processed as soon as possible.
	Lack of communication between social worker and complainant.	Apologies given for lack of communication but at times complainant had chosen to be unavailable.
	Disagrees with reduced payment when complainant moved from friends' parents to aunty.	Reduced payment agreed to be backdated from when complainant moved to live with aunty and will continue but will be reviewed when either complainant goes to college or finds employment.
	Alleges bullying, discrepancies in reports and unprofessional behaviour.	To ensure that the minutes of the review case conference reflect complainant's views and for a change of social worker.
	Social worker making things impossible to comply with solicitor. Attitude making situation extremely upsetting and difficult to work with her.	Advised that new social worker will be allocated

STAGE 1 COMPLAINTS continued			
Directorate	Description	Learning Action/Outcome	
CYPS General	Very concerned about contents of a risk assessment completed by Ryedale Out of Hours School Education which is misleading and inaccurate.	As a result of the issues raised we will reflect on our practice, making amendments when appropriate.	
	Unhappy about audit report about financial support for Richmond Childminder's Group.	Advised that audit report will be amended and that officers will be appointed to work together with complainant to plan way forward.	
FCS	Weeds growing into garden from adjacent school field. Promised 2m clearance but never happened	Keep correspondence timely and follow up when work is promised to ensure it has been carried out.	
STAGE 2 COMPLAINTS			
Directorate	Description	Learning Action/Outcome	
ACS Social Care	Unhappy with case management	Explanation of actions. Apology for poor communication.	
BES	Delay in re-opening road.	Greater need to understand the customer's needs. Part of ongoing customer care training.	
	Not happy with outcome of stage 1 complaint re delay in submitting diversion order to the Secretary of State.	Need to keep the public informed of issues that affect their understanding of our processes.	
CYPS Social Care	Communication difficulties and lack of information from CSC	Apologies offered for lack of communication and that faults in our recording and data systems that have since been rectified.	
	Lack of support from Adoption Services	Explanation of current and past policy/procedures. Apology for underdevelopment of adoption support procedures during earlier involvement.	
	Unhappy with actions of all concerned over involvement with daughter being fostered	To address the need for consistency within management teams.	
CYPS General	Unhappy about home to school transport issues	Advised that home to school transport issues will be resolved as quickly as possible.	
STAGE 3 COMPLAINTS			
Directorate	Description	Learning Action/Outcome	
	No upheld stage 3 complaints		
OMBUDSMAN COMPLAINTS			
Directorate	Description	Decision	Learning Action/Outcome
CYPS General	No suitable post 16 education in North Yorkshire for son	Local Settlement	Statement of special educational needs following receipt of further medical information.