

ASC Complaints Q1 – Q3 2024-2025

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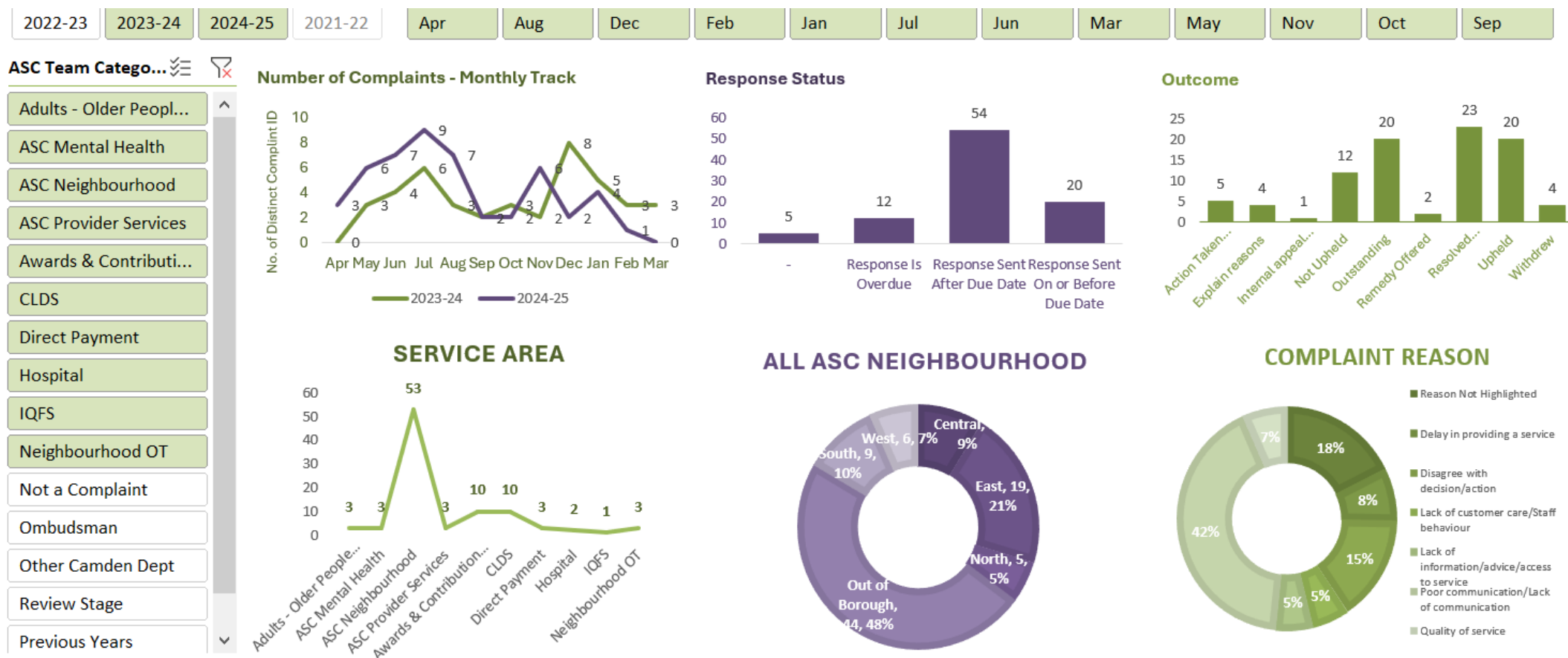


ASC Enquiries Co-Ordinator Update

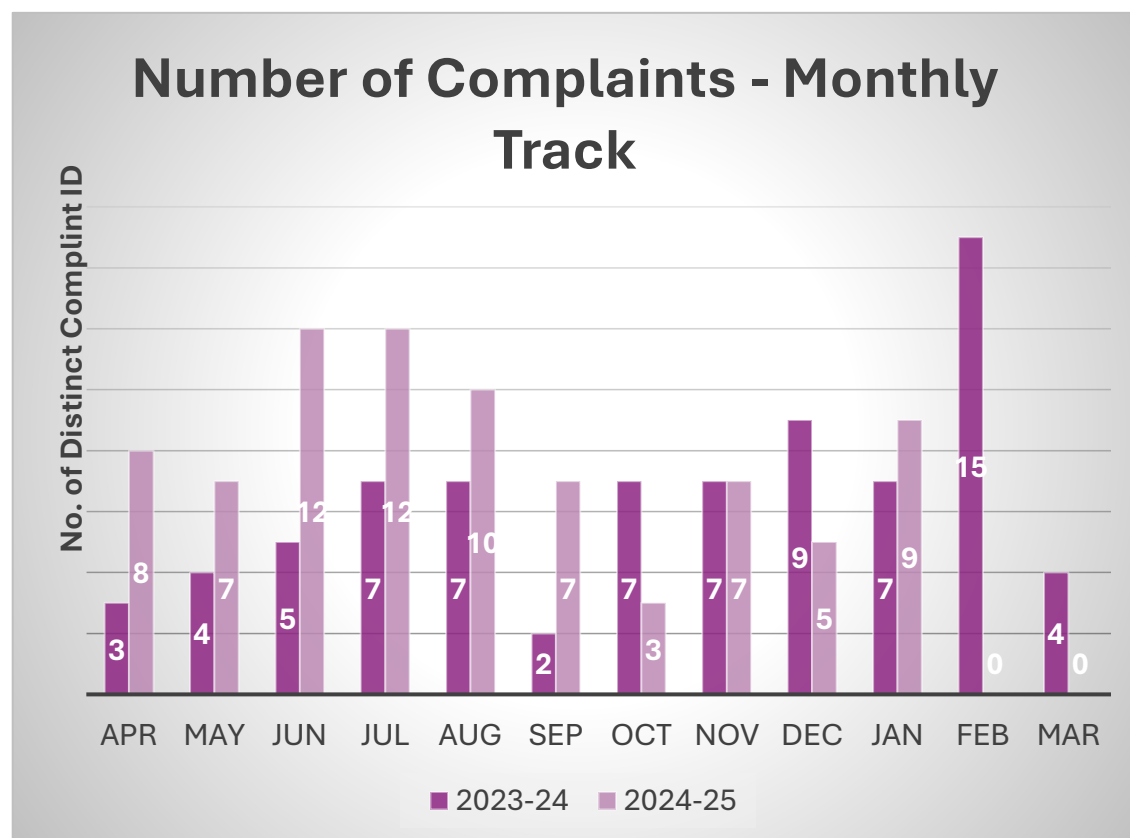
- Working closely with the Complaints Team, fostering strong working relationships with several colleagues. Vishal Verma and his team have been exceptionally supportive.
- Building collaborative relationships with Operational Managers and Head of Service across ASC.
- Establishing a good rapport with Billie Cooper (Member's Enquiries), Lorna Jonas-Tinson (Information Rights Officer, FOI), and many others across ASC.
- Working closely on several key initiatives with Rahela Begum (Data Analyst) :
 1. Identifying and cleansing outdated data; 360 complaints from 2022- present.
 2. I have been communicating with the Complaints Team to close old cases.
 3. Developing a comprehensive complaints tracker in Excel; Phase 1 is nearly complete.
 4. Phases 2 and 3, once finalized, will enable Heads of Service and Service Managers to access their respective areas and review complaints.

ASC Complaints Dashboard Development

A complaints dashboard has been developed with the support of the Data Team. In the future this will be available on the Qlik Dashboard.



Complaint Volumes



After the data cleansing and allocating to the correct service area:

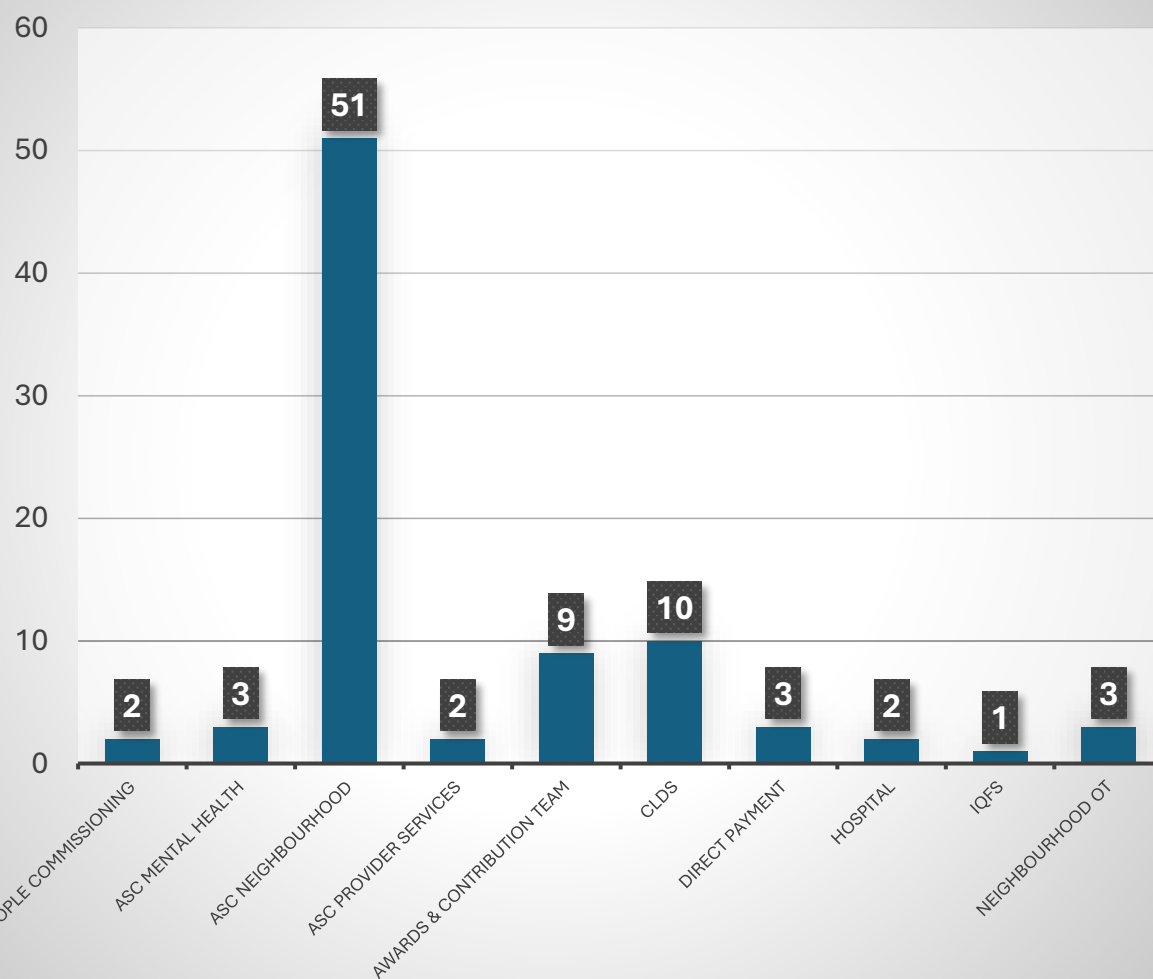
So far this year **86** complaints were received at Stage 1 for Q1-Q3 24-25 (does not include Q4)

In comparison we received a total of **77** complaints at Stage 1 in 23-24.

Almost a **12%** increase in complaints this year.

Complaint by Service Areas

Q1- Q3 Service Area



Service Areas were broken down into **Teams** as part of the data cleanse.

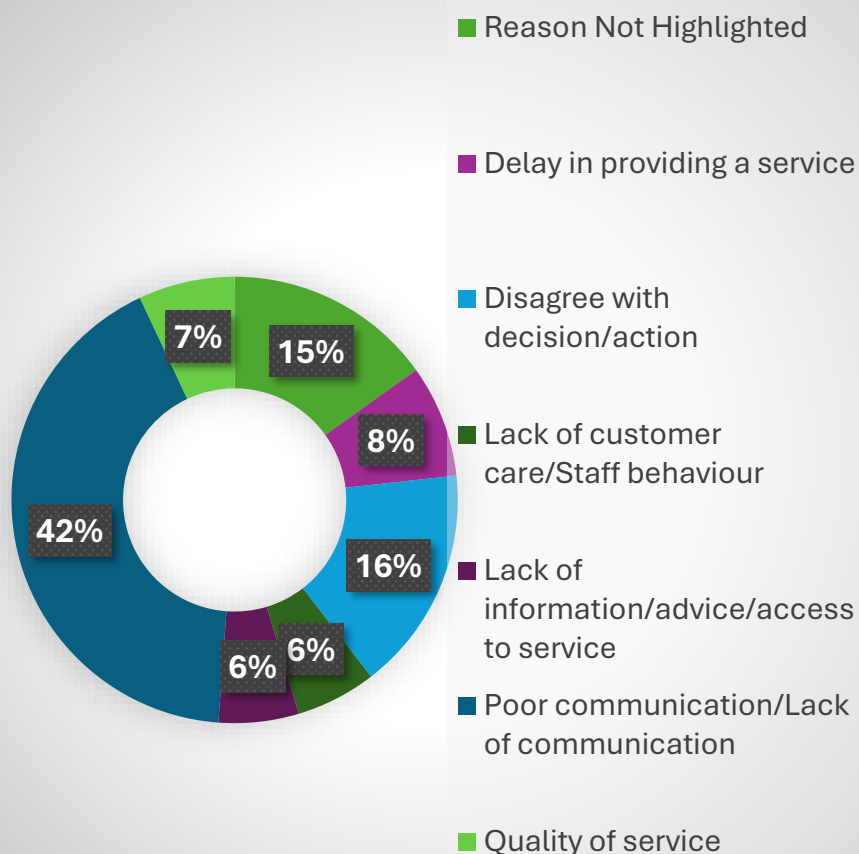
This will support us to report and have oversight at team and service level.

Most complaints received were in relation to **Neighbourhood** with **59% (51)**

CLDS and **Awards and Contributions** followed, and each received **12% (10)** and **10% (9)** of the complaints.

Complaints Reasons

Complaint Reason



Complaint reason breakdown:

- **42%** of complaints attributed to **lack of or poor communication** with complainants.
- **16%** of the complainant **disagreed with the decision or action taken**
- **15%** of the reasons were not highlighted
- Previous Period **Comparison** (2023-24) **Lack of or poor communication 31%** and **11%** for **disagreed with the decision or action taken.**

Complaints Status- Timescales

49% (42 complaints) were **responded to after the due date.**

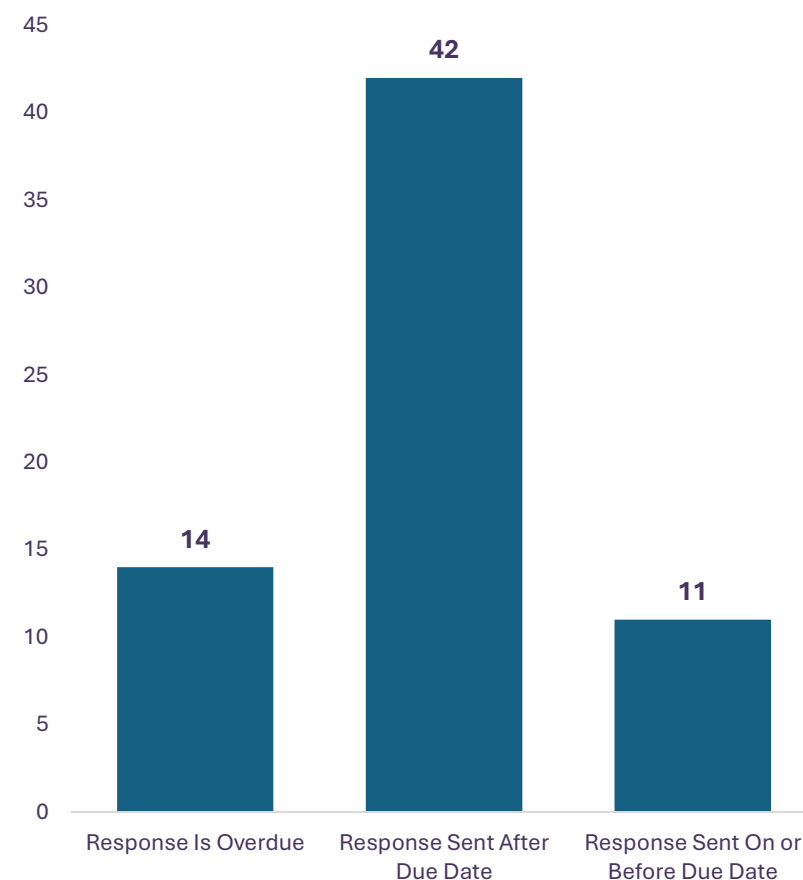
However, there are many factors aside from lack of progress, which impacted the timescales:

- Staff on leave
- Complaints not reassigned to the correct officer
- Dealt with informally but were not updated on the Complaints dashboard.

16% (14 complaints) responses were **overdue** the main issue is following up and responding to Complaints using the Complaints Dashboard.

Positive Trend: There has been a noticeable improvement in responses, as colleagues are increasingly receptive to receiving complaints and actively seeking guidance and advice.

Response Status



Complaints Outcome: 24-25 Q1/Q3

Quality Assurance checks:

23 complaints were dealt with informally.

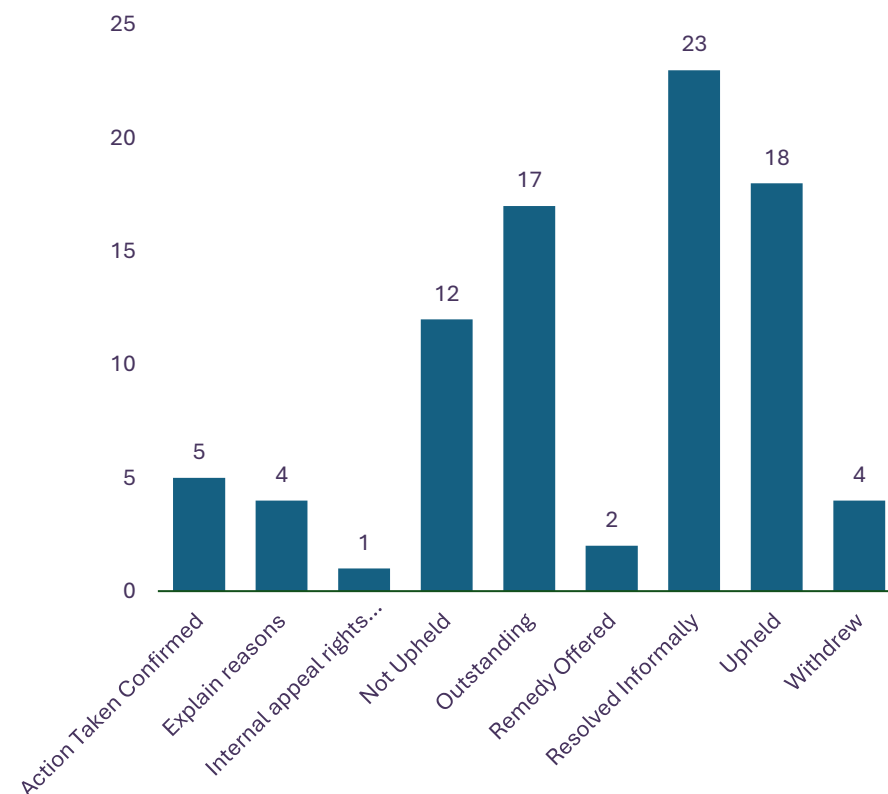
The responses were: **Person Centred, Delivered Solutions** and had **Positive Outcomes**.

We are **UPHOLDING** complaints which establishes that there is an understanding of the concerns raised by residents.

There are still a greater number of **outstanding** complaints; granted many cases were responded to but resolved via alternative methods i.e. emails or informal phone calls.

For the purposes of improvement to our service, going forward, it is **pivotal** that we use the complaints system to respond with all responses/outcomes and close the complaint to reflect best practice.

Q1 – Q3 Outcome



Analysis of outcomes

Breakdown of outcomes:

“Informal” Stage 2 (Review Stage)

- From January 2024, **16** cases were reviewed under the ‘**informal**’ **Stage 2 (Review Stage)** by the Complaints Team.
- 3 had their outcomes **changed to upheld**, while the remaining cases were either **not upheld or withdrawn**

Remedies;

- **5** complaints resulted in compensation being awarded at stage 1 and 2.

Withdrawn Cases:

- **6** cases were withdrawn by the Complaints Team at Review Stage.

Refining reporting:

- Going forward Complaints have streamlined ‘Outcomes’ to only 4 points; **Upheld; Not Upheld; Withdrawn; or Resolved Informally.**
- Complaints have requested to provide both the primary and secondary reason when closing complaints; this will provide clarity and understanding.

Questions

