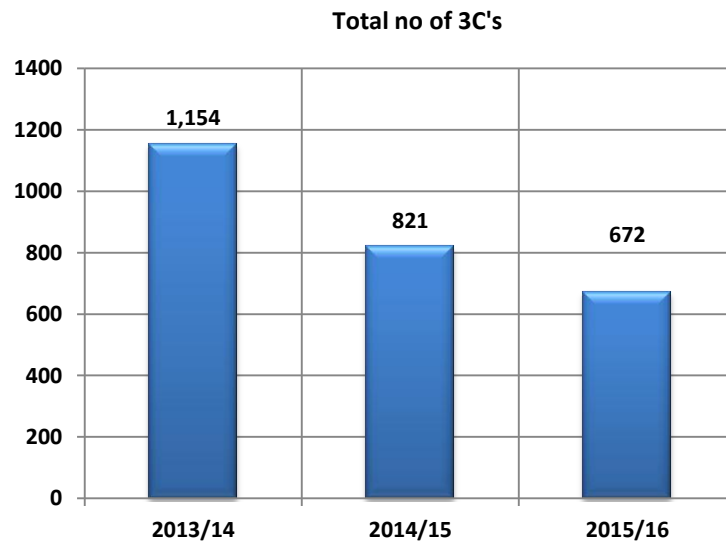# Appendix A - Complaints Monitoring Data 2015/16

1 Summary

1.1 The chart below shows the total number of comments, complaints and compliments (3Cs) received through LAGAN, the council's corporate Customer Relationship Management System, over three years.

Total no of 3C's

Year	Total
2013/14	1,154
2014/15	821
2015/16	672

1.2 A breakdown of the types of 3Cs reported through LAGAN is shown in the chart below. The number of customer comments and complaints has reduced over a three year period. The number of compliments dropped between 2013/14 - 2014/15 and then increased from 2014/15 to 2015/16. The ratio of compliments to complaints has increased significantly since 2013/14.

| Year	Comment	Compliment	Complaint
2013/14	87	153	914
2014/15	34	112	675
2015/16	27	146	499
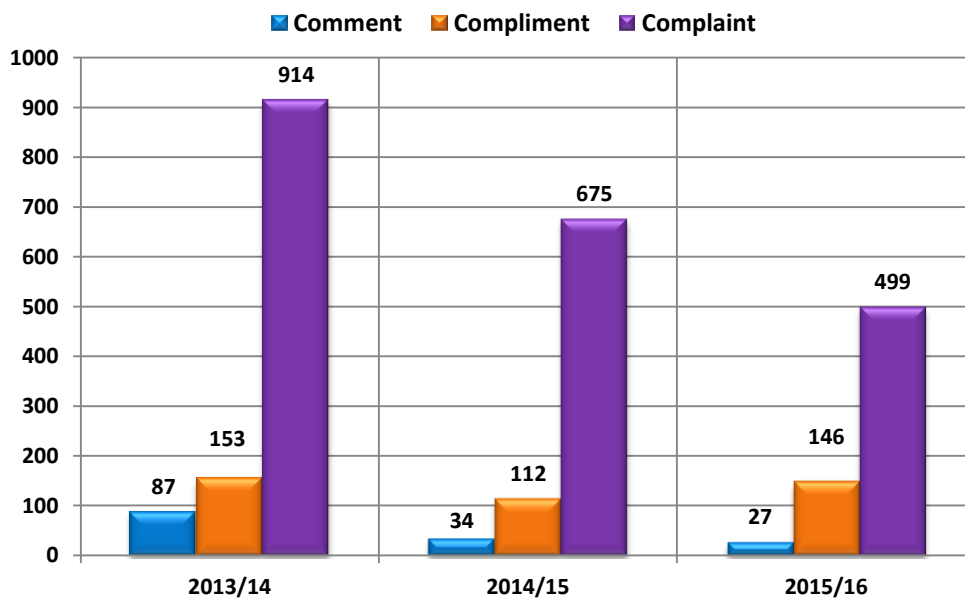
2.   Complaints

2.1   499 customer complaints were reported through LAGAN in 2015/16. The table below shows how the number of customer complaints have compared over the last three years each quarter.

Year	Q1	Q2	Q3	Q4
2013/14	199	221	274	211
2014/15	206	198	152	119
2015/16	**120**	**114**	**110**	**155**

This chart illustrates the extent to which the number of customer complaints received varies each quarter, with the majority recorded in Quarter 4 (January – March 2016). The top three issues in this quarter were refuse collections (43), recycling (39) and leisure services (14).

2.2   Complaints by Access Channel

The chart below illustrates how customers make contact with the council when they make a complaint. 78% of all customer complaints received in 2015/16 were made through online forms (e-forms) or email, an increase of 2% compared to last year.
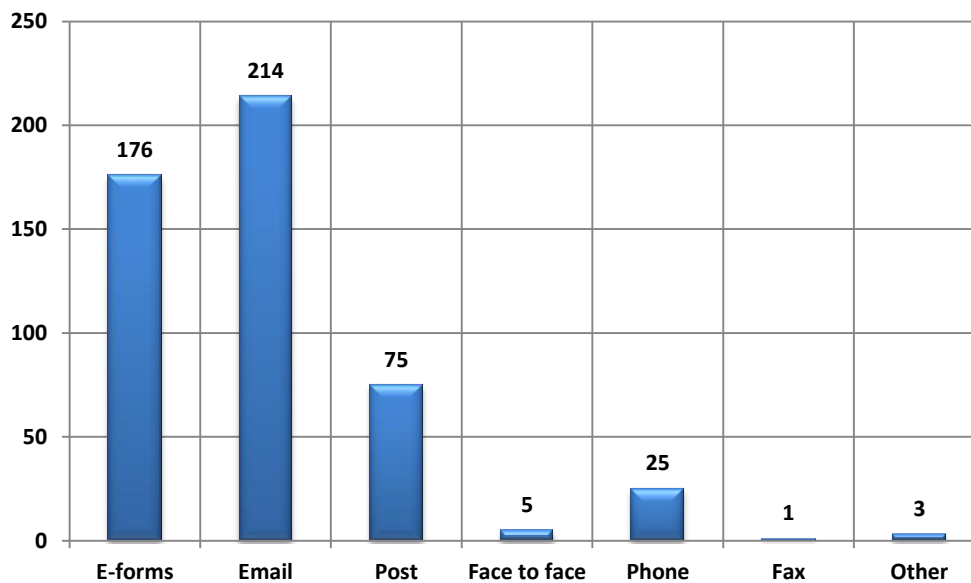
2.3   Complaints by type

For any category of 3C, LAGAN automatically defaults to *'Justified'* when a case is first created. Services have the opportunity to keep this field as 'justified', or update it to either 'unjustified' or a 'request for service' once the case has been investigated and resolved.

The chart below shows how customer contacts were categorised by our service teams over 2015/16. 65% of all 3Cs received through LAGAN were categorised as justified by council service teams during 2015/16.

■ Justified   ■ Unjustified   ■ Request for service
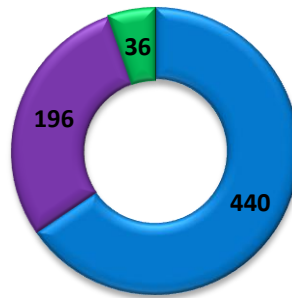
3Cs categorised as justified have increased from the previous two years, while those categorised as unjustified have reduced. Those categorised as requests for service have remained at a similar level.

■ Justified   ■ Unjustified   ■ Request for service
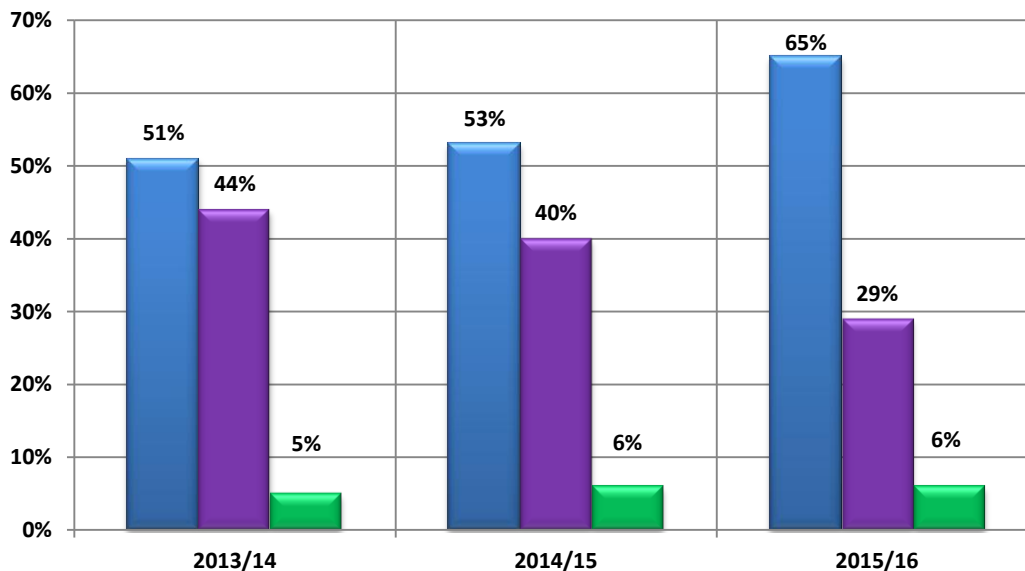
3   Demographic Analysis

3.1   Designing our services around our customers' needs requires the collection of diversity monitoring statistics across some of the recognised equalities groups.

To help us do this, each customer who makes a comment, complaint or compliment is asked to complete a diversity monitoring form. Upon receipt, the diversity monitoring information is detached from the main complaint record so that the customer remains anonymous. This is consistent with our Data Protection Policy.

We report on four equality groups - gender, disability, age and ethnicity. We do not report on religion or sexual orientation.

As it is not compulsory for customers to complete and provide this information to us, we do not have demographic data on every 3C.

139 (20.7%) of the 672 comments, complaints and compliments received in 2015/16 provided us with diversity monitoring data. Last year there were 179 out of 821 (21.8%).

3.2   Gender

This chart shows a breakdown by gender of those who made a comment, complaint or compliment to a council service, and completed a diversity monitoring form during 2014-15.
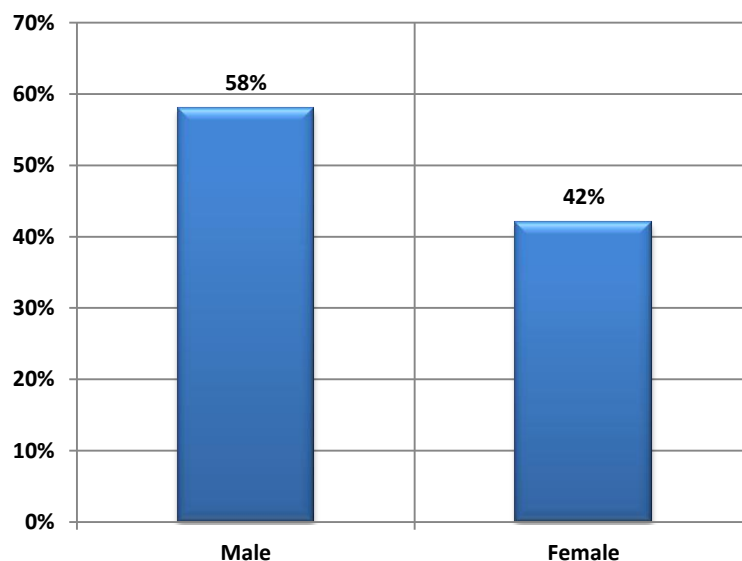

3.3   Disability

13 (9%) customers declared a disability when completing the diversity monitoring form after making a comment, complaint or compliment. 17% declared a disability last year.

3.4   Age

The most represented customer age range is 45-60 accounting for 43% of customers who completed a diversity monitoring form. This is significantly higher than the ONS mid-year population estimate of this age range, which is 18%. The next most represented age range is 25-44 which makes up 28% of customers, although this is proportionate to the borough population estimate.
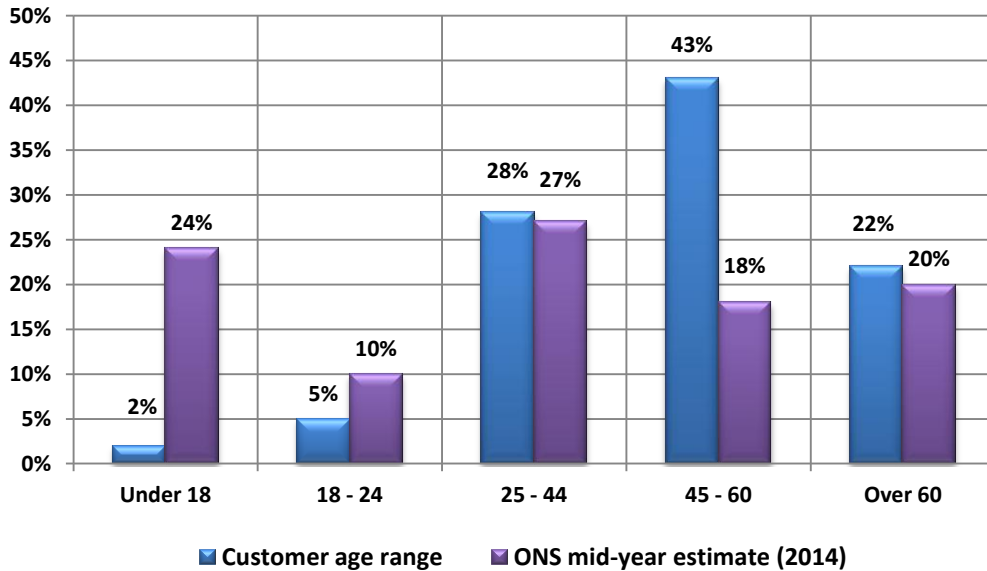
This year saw a slight increase from last year (3%) in 18-24 year olds contacting the council, though this remains below the borough population estimate.

3.5   Ethnicity

86% of all customers who completed a diversity monitoring form identified themselves as White UK, above the borough's 2011 Census figures. The next largest group was White Other with a percentage of 4%. The most under-represented ethnic group , compared to Census figures, are those who identified as Indian or Asian Other.
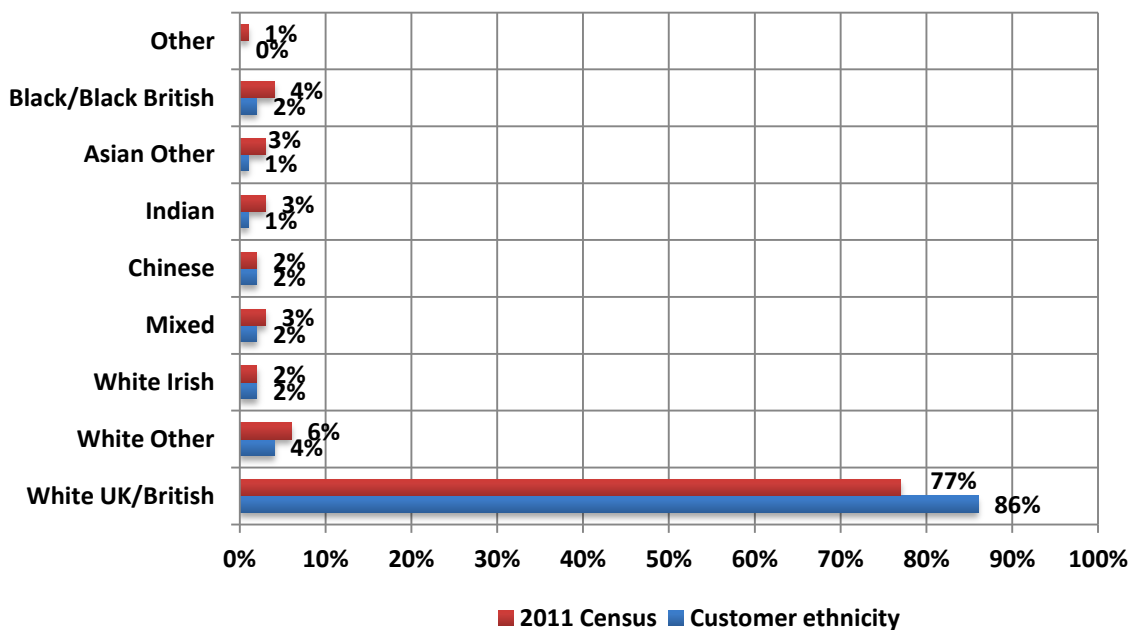
This data is presented to the council's Equality and Diversity Steering Group on an annual basis so that they can consider what (if any) actions are necessary to improve awareness of how to make a comment, complaint or compliment among other ethnic minority groups.

4   Customer Satisfaction

4.1   Every complainant is sent a satisfaction survey once their case has been investigated and closed. The survey asks for feedback on how their complaint was dealt with.

Of the 499 complaints made in 2015/16, 30 complainants completed a satisfaction survey. This is a 6% return rate and less than last year - albeit with a smaller overall number of complaints made as shown below - which saw a 10% return rate.
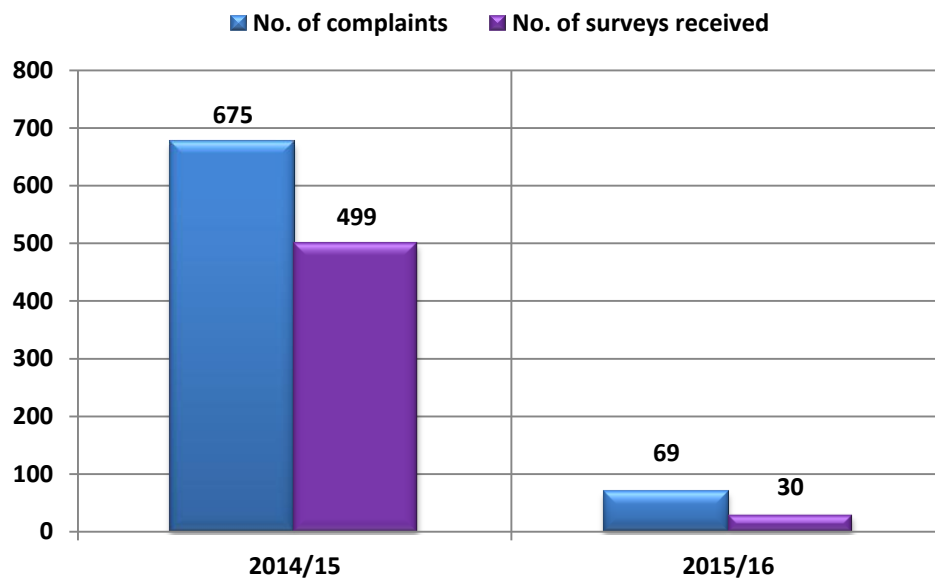
4.2   Of those who did respond, 53% felt that the outcome of their complaint case was poor. The chart below shows how complainants rated their experience of the complaints process overall. When the experience is considered poor by the complainant, the feedback is forwarded to the officer involved in the complaint, and that information is also added to the case itself on the LAGAN system.