

## **Section 7 – Complaints and Compliments**

## Section 7.1 – Complaints

The Council has set standards to be achieved when managing the complaints received by the Council and monitors the progress we are making in achieving these standards upon a regular basis. This section of the report provides a summary of the following;

7.1.1 The number of complaints made each month – comparing 2006/7 with 2007/8

7.1.2 The average days taken by each department to deal with a complaint – comparing 2006/7 with 2007/8

7.1.3 The types of complaints made against each department for 2007/8

### 7.1.1– Number of Complaints

Fig 1. Total number of complaints for 2006/7 and 2007/8

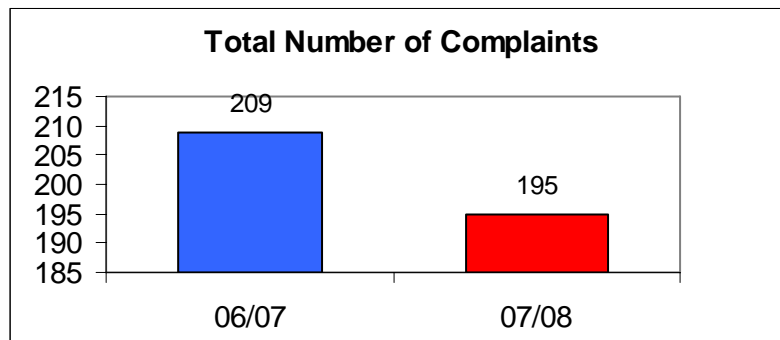
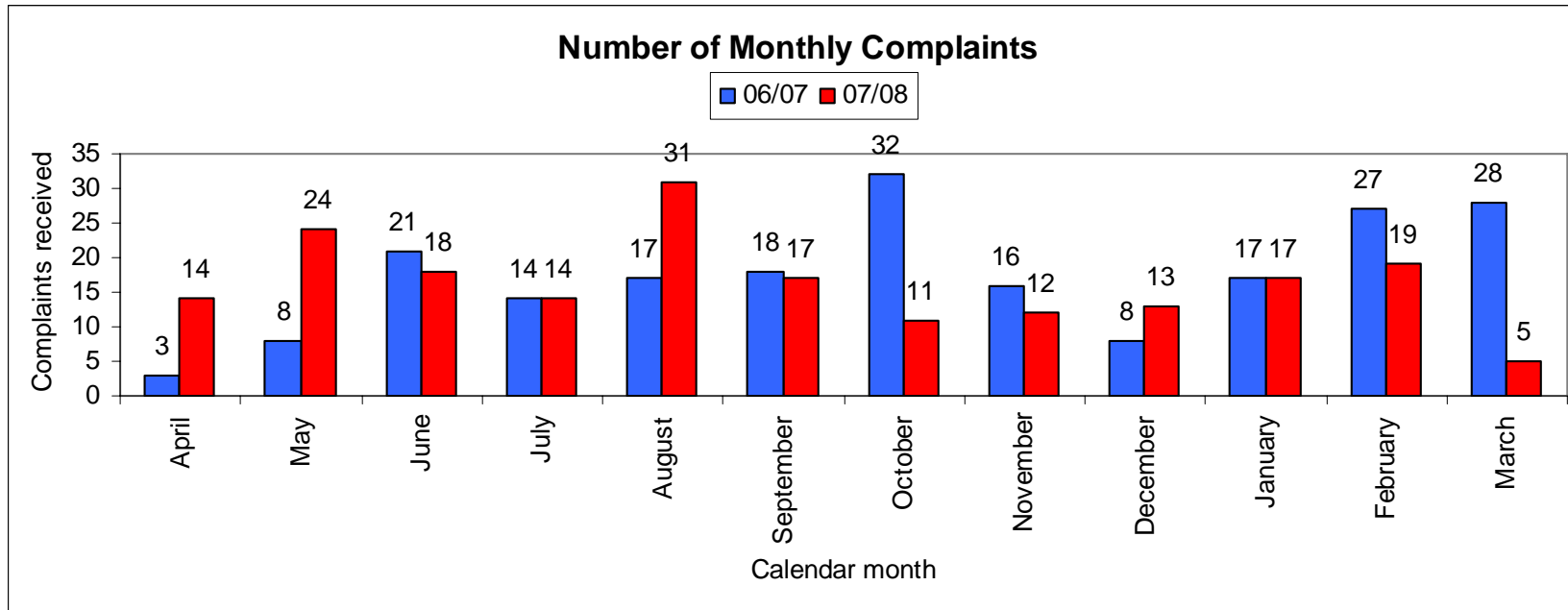


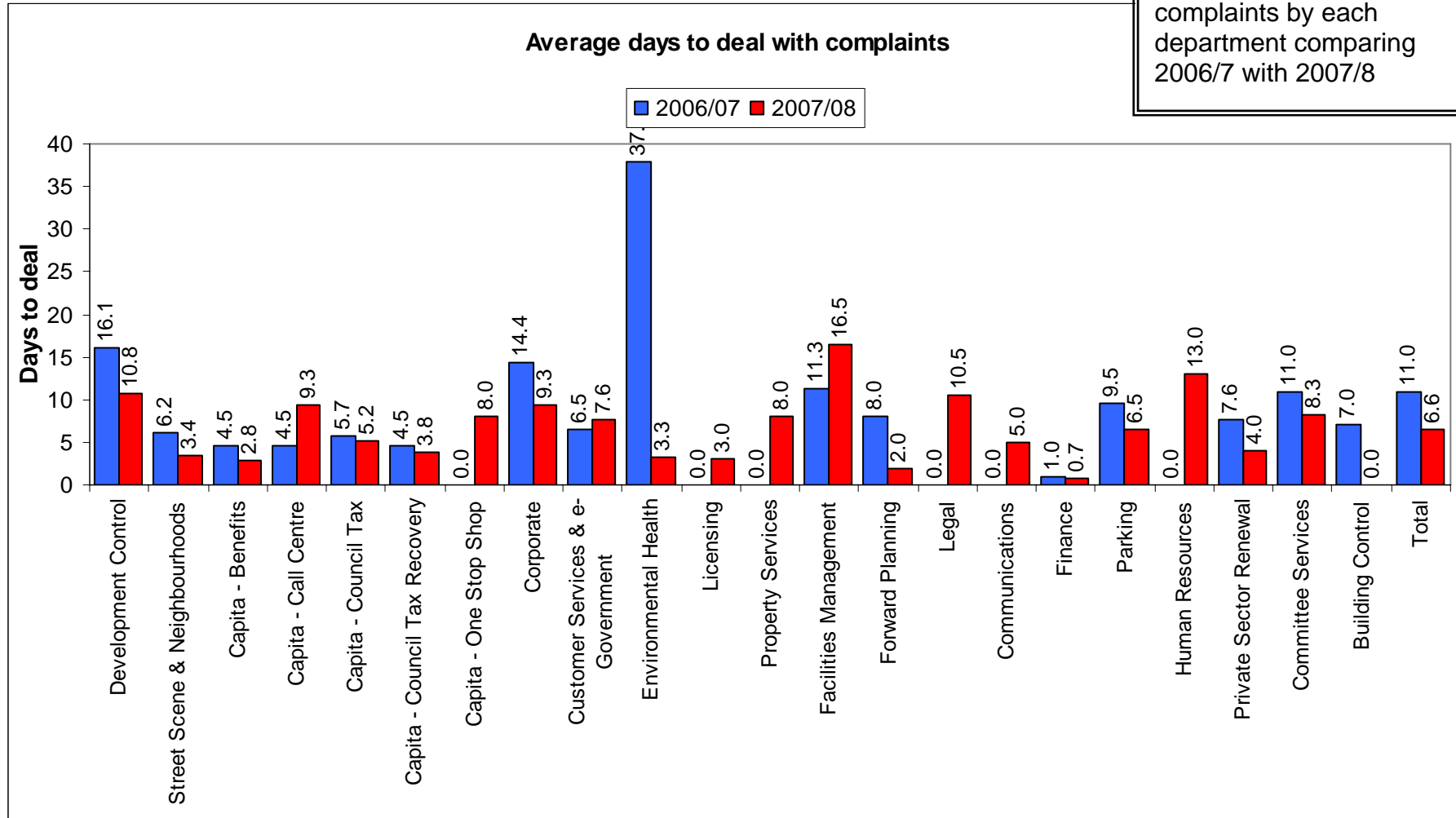
Fig 2 Number of Monthly complaints made comparing 2006/7 with 2007/8



### 7.1.2 Average days to deal with complaints

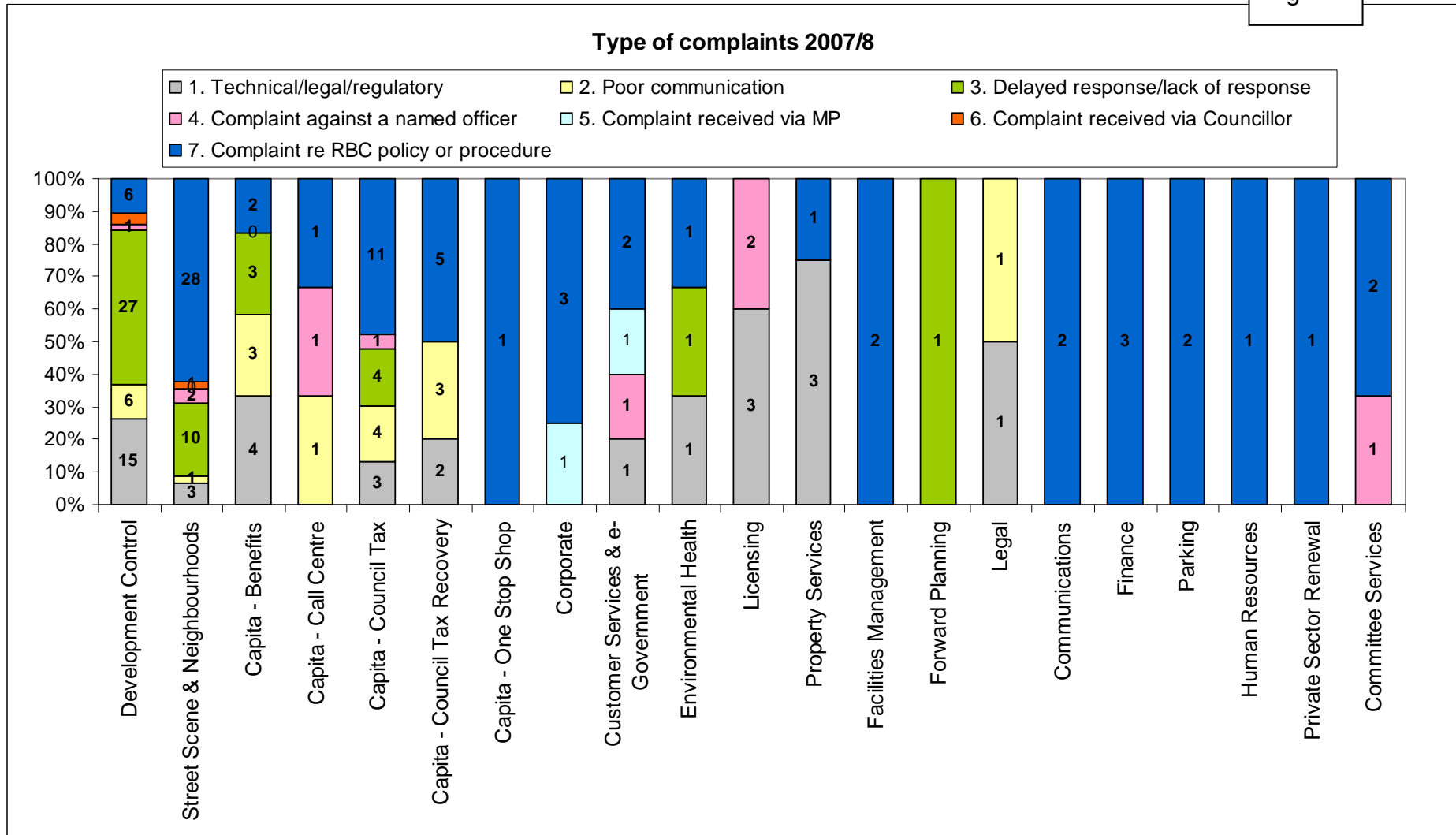
Fig. 3

Fig 3 - This graph shows the average amount of days spent dealing with complaints by each department comparing 2006/7 with 2007/8



### 7.1.3-Types of Complaints

Fig 4



## **7 .2 - Ombudsman Complaints**

If a member of the public feels that the Council has not dealt adequately with their complaint, they may refer their complaint to The Local Government Ombudsman (LGO) who investigates complaints by members of the public who consider that they have been caused injustice through administrative fault by local authorities and certain other bodies. Rossendale Borough Council has no control over the duration of an Ombudsman investigation – they can take days, weeks or even years.

The Council has received recognition from the Ombudsman in relation to its work in improving the management of complaints and how this has resulted in much fewer complaints being made to the Ombudsman. This work has also lead to a substantial reduction in the number of 'open' complaints being handled by the Ombudsman.

7.2.1 - Fig 5

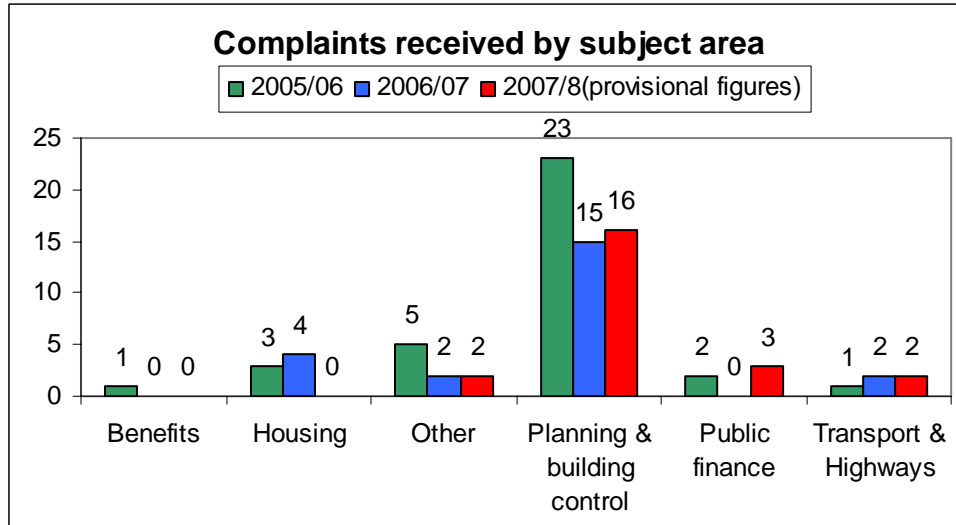
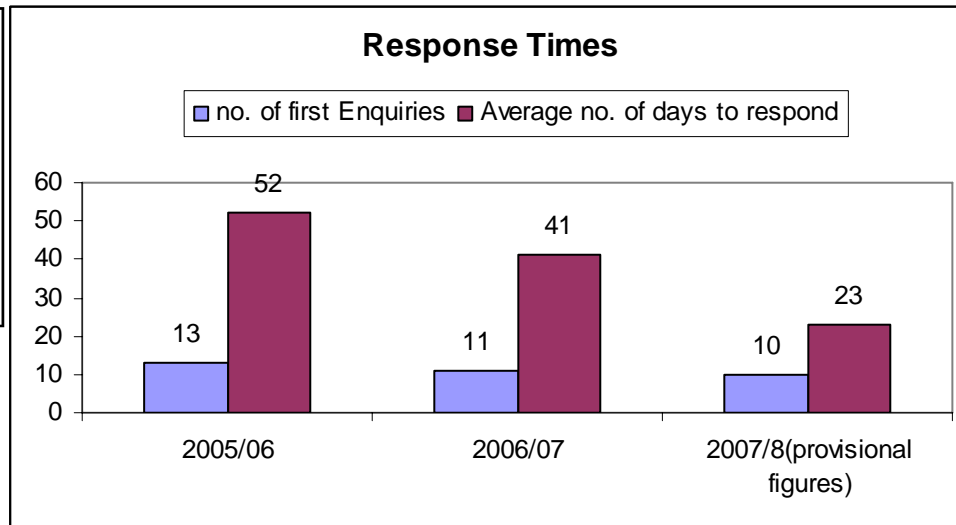


Fig 5 - Complaints received by subject area - This information shows the number of complaints received by the Local Government Ombudsman broken down by service area

7.2.2 - Fig 6

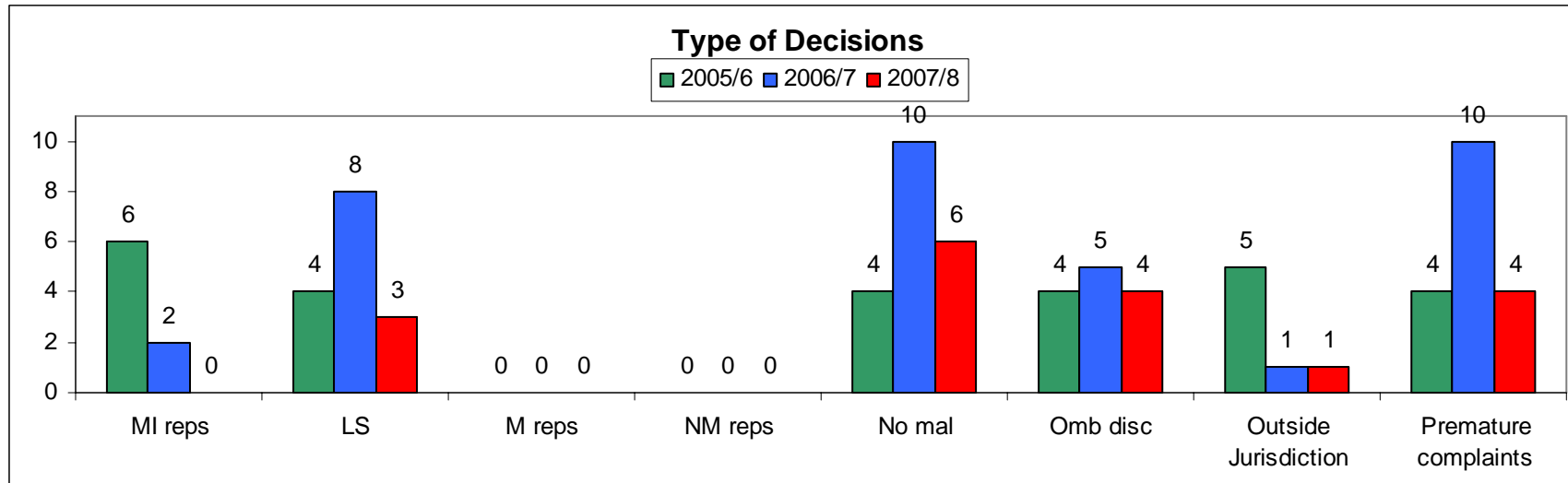
Fig 6 - Response Times - These figures record the average time taken to respond to the LGO's first enquiries on a complaint. This is measured in calendar days from the date the LGO sends out the letter/fax/e-mail to the date they receive a substantive response from the council.



## 7.2.2 – Decisions

This information records the number of complaints received by the Local Government Ombudsman (LGO) broken down by outcome.

Fig 7



\* The total number of decisions made will not be the same as the number of complaints received, because some complaints are made in one year and decided in the next.

Below is a key explaining the categories for fig 7 above:

Code	Explanation
MI reps	Where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.
LS (local settlements)	Decisions by letter discontinuing our investigation because action has been agreed by the authority and accepted by the Ombudsman as a satisfactory outcome for the complainant.
M reps	Where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no



<b>Code</b>	<b>Explanation</b>
	injustice to the complaint.
NM reps	Where the LGO has concluded an investigation and issued a formal report finding no maladministration by the council.
No mal	Decisions by letter discontinuing an investigation because they have found no, or insufficient evidence or maladministration.
Omb disc	Decisions by letter discontinuing an investigation in which the LGO has discontinued an investigation which they have exercised the ombudsman general discretion not to peruse the complaint. This can be for a variety of reasons, but the most common is that the LGO has found no or insufficient injustice to warrant pursuing the matter further.
Outside Jurisdiction	These are cases which were outside the ombudsman jurisdiction.
Premature Complaints	Decisions that the complaint is premature. The LGO does not normally consider a complaint unless a council has first had an opportunity to deal with the complaint itself. So if someone complains to the LGO without having taken the matter up with a council, the LGO will usually refer it back to the council as a 'premature complaint' to see if the council can itself resolve the matter.

## 7.3 – Compliments

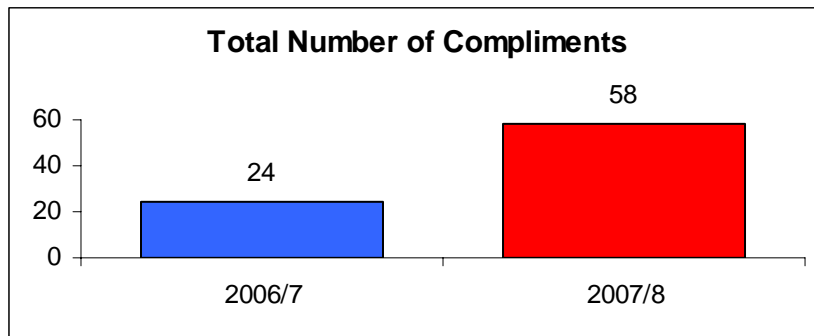
If a customer feels they have received excellent service, they can register a compliment. This section of the report provides a summary of the following;

7.3.1 The total number of compliments comparing 2006/7 with 2007/8

7.3.2 The total number of compliments by service area comparing 2006/7 with 2007/8

### 7.3.1– Total Number of Compliments

Fig 8



### 7.3.2 - Compliments by Service

