



Complaint stats 1/4/06 to 31/3/2010

- The number of complaints that the council received is shown in the table below. This includes complaints made to all services, including the following outsourced partners, Hounslow Homes (*council properties and repairs*) and Liberata (*for housing benefit and council tax*).

| | 2006/7 | 2007/8 | 2008/9 | 2009/10 |
|--------------|--------------|--------------|--------------|--------------|
| Stage 1 | 2,543 | 2,601 | 2,297 | 2,663 |
| Stage 2 | 402 | 297 | 237 | 322 |
| Stage 3 | 95 | 27 | 48 | 46 |
| Stage 4 | 56 | 41 | 70 | 75 |
| TOTAL | 3,096 | 2,966 | 2,652 | 3,106 |

- In July 2008, the council retendered the leisure and cultural services contract. As of that date, the contract requires the two contractors (Fusion for leisure centres and community halls and Laing for libraries, museums and historic houses) to adopt the council complaint procedure and report their figures to the council.
- The table below shows the complaint totals including those for Leisure.

| | 2006/7 | 2007/8 | 2008/9 | 2009/10 |
|--------------|--------------|--------------|--------------|--------------|
| Stage 1 | 2,543 | 2,601 | 2,297 | 4,195 |
| Stage 2 | 402 | 297 | 237 | 322 |
| Stage 3 | 95 | 27 | 48 | 46 |
| Stage 4 | 56 | 41 | 70 | 75 |
| TOTAL | 3,096 | 2,966 | 2,652 | 4,638 |

- The number of complaints received by e-forms is shown in the table below and does not include leisure complaints.

| | Total complaints received | Total complaints received by e-form | % online |
|-------------------|---------------------------|-------------------------------------|------------|
| 1/4/07 to 31/3/08 | 2,966 | 367 | 12% |
| 1/4/08 to 31/3/09 | 2,652 | 894 | 34% |
| 1/4/09 to 31/3/10 | 3,106 | 1,385 | 45% |
| TOTAL | 8,724 | 2,646 | 30% |

Analysis by division

| Stage 1 | Received | Completed | On time | % completed on time |
|------------------|--------------|--------------|--------------|---------------------|
| Hounslow Council | 812 | 697 | 395 | 57 |
| Hounslow Homes | 1,126 | 619 | 580 | 94 |
| Liberata | 725 | 702 | 681 | 97 |
| Fusion | 1279 | 1,279 | 1,258 | 98 |
| Laing | 253 | 253 | 242 | 96 |
| TOTAL | 4,195 | 3,550 | 3,156 | 89 |

| Stage 2 | Received | Completed | On time | % completed on time |
|------------------|------------|------------|------------|---------------------|
| Hounslow Council | 47 | 44 | 18 | 41 |
| Hounslow Homes | 252 | 184 | 180 | 98 |
| Liberata | 15 | 15 | 14 | 93 |
| Fusion | 0 | 0 | 0 | n/a |
| Laing | 8 | 8 | 8 | 100 |
| TOTAL | 322 | 251 | 220 | 88 |

| Stage 3 | Received | Completed | On time | % completed on time |
|------------------|-----------|-----------|-----------|---------------------|
| Hounslow Council | 16 | 16 | 8 | 50 |
| Hounslow Homes | 30 | 12 | 12 | 100 |
| TOTAL | 46 | 28 | 20 | 43 |

| Stage 4 | Received | Completed | On time | % completed on time |
|------------------|----------|-----------|---------|---------------------|
| Hounslow Council | 56 | 37 | 32 | 86 |
| Hounslow Homes | 13 | 5 | 5 | 100 |
| Liberata | 6 | 6 | 6 | 100 |
| Fusion | 0 | 0 | 0 | n/a |
| Laing | 0 | 0 | 0 | n/a |