

Complaints Statistics 2007/8

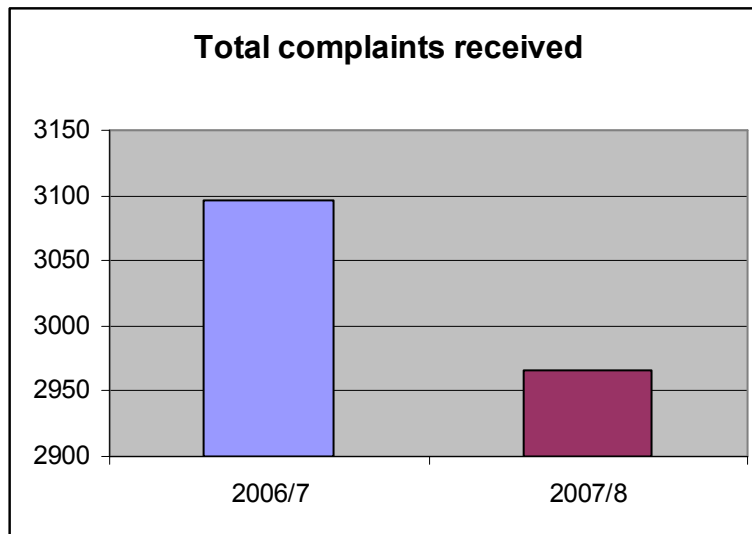
SUMMARY

- 1.1 In 2007/8 the Council received 2,966 complaints, compared to 3,096 in the previous year. The breakdown of complaints received at each stage is as follows :

	2006/7	2007/8
Stage 1	2543	2601
Stage 2	402	297
Stage 3	95	27
Stage 4	56	41
TOTAL	3,096	2,966

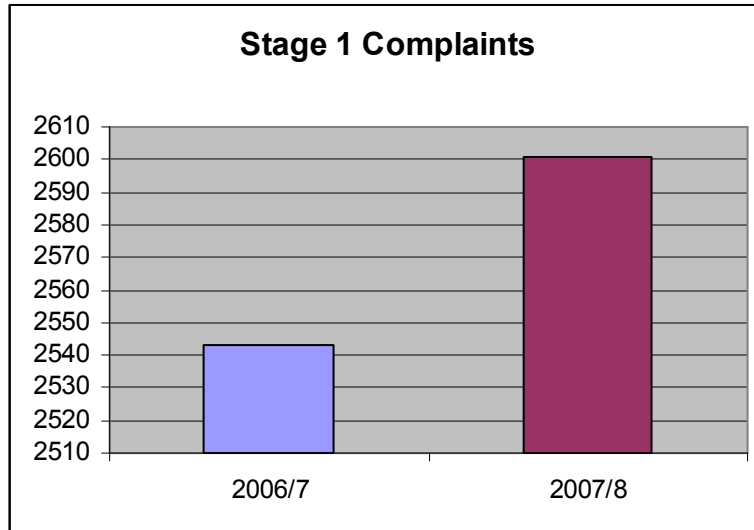
2.0 2006/7 and 2007/8 comparison

- 2.1 The total number of complaints received in 2006/7 was 3, 096. In 2007/8 this reduced by 130 to 2,966. This represents an overall decrease of 4.2%



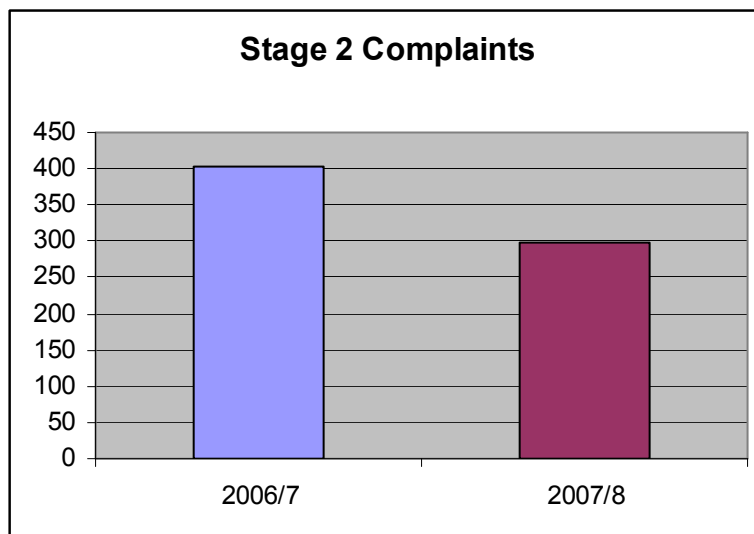
3.0 Total complaints received at stage 1

- 3.1 The number of complaints received at stage 1 **increased** from 2543 in 2006/7 to 2601 in 2007/8 – an increase of 58 or 2.28%. However, the number of complaints that were completed on time – within a target of 10 working days **increased** from 72% to 85.77%.



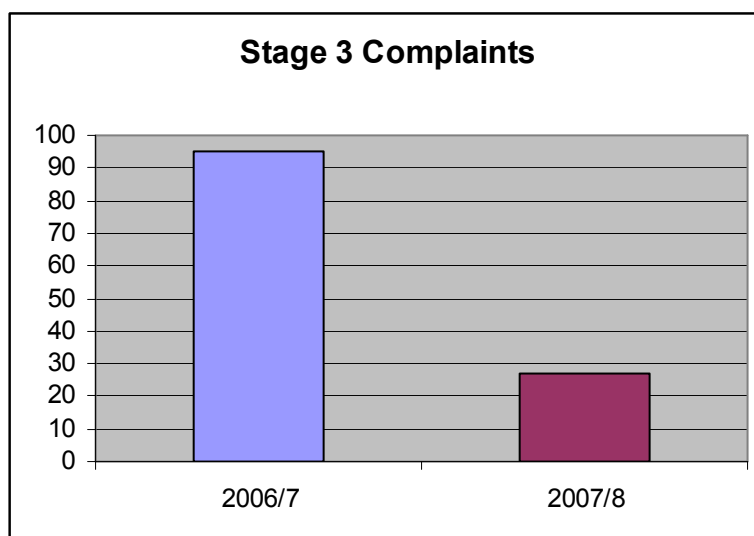
4.0 Total complaints received at stage 2

- 4.1 The number of complaints received at stage 2 **decreased** from 402 in 2006/7 to 297 in 2007/8 – a reduction of 105 or 26.1%. The number of complaints that were completed on time – within a target of 10 working days **increased** from 65% to 81.94%.



5.0 Total complaints received at stage 3

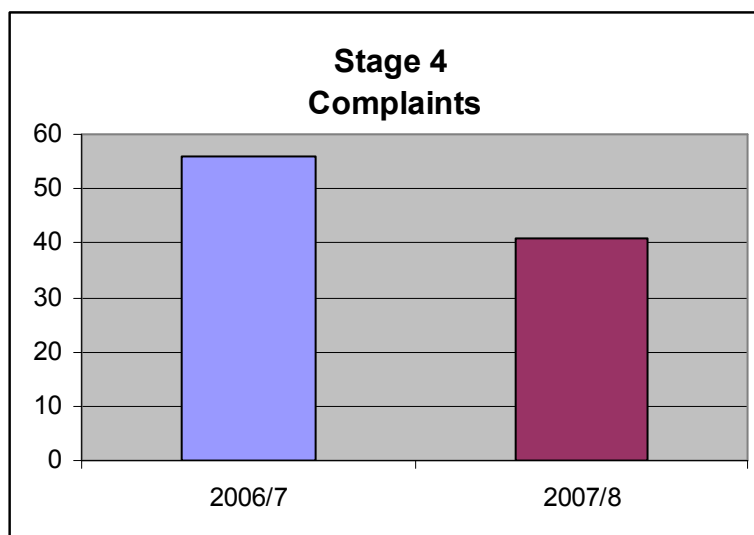
- 5.1 The number of complaints received at stage 3 in 2006/7 was 95 compared to 27 in 2007/8. This represents a **significant decrease** of 68 or 71%.
- 5.2 However, this figure can be further analysed by separating out the complaints that were initially made prior to 1/4/07 and those that were made after 1/4/07. Of the 27 complaints received at stage 3, 9 were pre 1/4/07 and 18 were post 1/4/07. Of these, 14 have completed the stage 3 panel stage.



6.0 Total complaints received at stage 4

6.1 The number of complaints received at stage 4 in 2006/7 was 56 compared to 41 in 2007/8. This represents a **significant decrease** of 15 or 26.8

6.2 However, this figure can be further analysed by separating out the complaints that were initially made prior to 1/4/07 and those that were made after 1/4/07. Of the 41 complaints received at stage 4, 38 were pre-1/4/07 and 3 were post 1/4/07. Again a significant reduction.



7.0 Analysis of complaints received by the Ombudsman

- 7.1 The number of stage 4 complaints received by the Authority in-year will not equate to number of complaints received by the Ombudsman. This is because complaints can be accepted by the Ombudsman without having gone through the Authority's own complaints procedures and/or because often complaints received by the Ombudsman have been dealt with in the previous year by the Authority.
- 7.2 The total number of complaints received by the Local Government Ombudsman increased from 149 in 2006/7 to 218 in 2007/8 – an increase of 69. However this includes a “class action” by 52 residents regarding “Key Site One” which are all treated as individual complaints. If these were counted as one complaint, then the increase would be 18.

	Year			
Complaints received by the LGO	2004/5	2005/6	2006/7	2007/8
Hounslow	169	151	149	218