

## Appendix 2: Complaints concerning Non Social Work Services

**Table 1: Complaints Activity and Performance**

<b>Number of Stage 2 complaints</b>	<b>No. &amp; % ack by target date</b>	<b>No. &amp; % responded to by target date</b>	<b>No. &amp; % of complaints upheld</b>
50 (2016-17)	48 (96%)	37 (74%)	23 (46%)
40 (2017-18)	37 (93%)	25 (69%)	23 (58%)

**Table 2: Breakdown by Team**

<b>Team Concerned</b>	<b>Number of Stage 2 (2016/17)</b>	<b>Number of Stage 2 (2017/18)</b>
Housing Repairs and Imp	9	5
Housing/HRIS	0	1
HAC	4	2
Locality Team - North	9	2
Locality Team - Letham	5	8
Locality Team - City	6	3
Locality Team - South	3	4
Local Taxes	1	4
Repairs - Letham	3	2
Repairs - City	1	0
Repairs - North	1	1
Locality Team City/ HRIS	1	0
Locality Team North/HRIS	0	1
Finance Charging	1	2
Benefits	1	1
Welfare Rights	0	1
Scottish Welfare Fund	1	1
Housing	2	0
CSC/HRIS	2	0
Safer Communities	1	0
Customer & Community Engagement	0	1
Directorate	0	1
<b>Total</b>	<b>50</b>	<b>40</b>

**Table 3 what was the focus of the complaints?**

	<b>Employee</b>	<b>Service provision</b>	<b>Communication</b>	<b>Policy and procedure</b>	<b>Other</b>	<b>Equalities</b>
2016/17	5	44	0	1	0	0
2017/18	7	23	2	7	0	1

**Complaints dealt with at Stage 1.**

In addition to the complaints dealt with by way of Investigation (Stage 2), our Complaints handling procedure expects staff to deal with complaints raised with them by way of Front Line Resolution (Stage1).

In 2017-18, staff in Housing and Finance and Support Services dealt with 522 stage 1 complaints. Of these complaints raised at stage 1, the numbers escalating to Investigation are very small, indicating that staff are dealing with these complaints well and more importantly to the customer's satisfaction.