

# Complaints Performance Statistics

Timeline: 2024 Q3

\*Updated on 20-1-2025

## Complaints Received

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
<b>26</b>	<b>22</b>	<b>3</b>	<b>1</b>

## Performance against timescale (Closed complaints)

<p>Average of Stage 1 Workday to Close</p>	<p>Stage 1 Target (5 days)</p> <p>● Met Target ● Missed Target</p>	<p>Number of extension authorised for stage 1 complaints</p> <p style="text-align: center;"><b>1</b></p>
<p>Average of Stage 2 Workday to Close</p>	<p>Stage 2 Target (20 days)</p> <p>● Met Target ● Missed Target</p>	<p>Number of extension authorised for stage 2 complaints</p> <p style="text-align: center;"><b>4</b></p>

## Complaints Outcome (Closed complaints)

<p>Stage 1 Outcome</p> <p>● Resolved ● Partially Upheld ● Not Upheld ● Upheld</p>	<p>Stage 2 Outcome</p> <p>● Not Upheld</p>
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## All Complaints- Information and Details

<p>Types of complaint (all complaints)</p> <p>● Complaint Service ● Complaint Staff</p>	<p>Method Received (all complaints)</p> <p>● Email ● Face to face ● Letter</p>
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<p>Complaints by Section (all complaints)</p>
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## NIPSO Complaints

<p>NIPSO Cases by decision</p> <p>● Not Upheld ● Upheld</p>	<p>NIPSO Cases by department</p>
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## **Complaints**

6 x Prosperity

7 x Environment

4 x Corporate Services

9 x Community and Wellbeing

### **Prosperity - Planning**

**Complaint** - Customer contested ownership of sewer.

**Outcome** - Not Upheld.

**Lesson learned/further action** - No further action.

**Complaint** - 3 Planning application disputes.

**Outcome** – 2 were upheld and 1 was partially upheld.

**Lesson learned/further action** – Increase staff resourcing to diminish the negative impact on the large volume of applications.

### **Prosperity - Events**

**Complaint** – Stage conditions for performers.

**Outcome** - Not Upheld.

**Lesson learned/further action** No further action as was remit of third-party contractor.

**Complaint** – Closure of Ards Town Centre as affected a resident with mobility issues going about their shopping in the town centre.

**Outcome** – Resolved.

**Lesson learned/further action** No Further Action.

### **Environment - Waste / Cleansing**

**Complaint** – 2 x Staff complaints.

**Outcome** – 1 Resolved and 1 not upheld.

**Lesson learned/further action** - Manage communication with customers more effectively to ensure service is more streamlined.

**Complaint** – 2 Regarding access to HRC.

**Outcome** – 1 Not upheld and 1 resolved.

**Lesson learned/further action** – No further action as policy was being followed.

**Complaint** – Assisted lift not being completed

**Outcome** – Resolved

**Lesson learned/further action** – Improve communication between customer and Collection crews.

**Complaint** – Waste Collection misuse of properties gardens when moving bins to collection lorry.

**Outcome** – Resolved.

**Lesson learned/further action** – Staff to be educated on their behaviours when performing duties.

**Complaint** – Contaminated recycling bin not emptied, and sticker placed on bin to inform resident,

**Outcome** - Resolved

**Lesson learned/further action** – resident informed of council procedure for contaminated bins.

### **Community & Wellbeing - Leisure**

**Complaint** – 5 Complaints regarding a section of the Leisure Admissions Policy.

**Outcome** – Partially upheld.

**Lesson learned/further action** - Officers will now bring 'Admission to Leisure Facilities' through the agreed Policy Development Process, which includes review by our Screening Panel. Screening will take place in January and the final Draft Leisure Ards and North Down Admissions Policy will then be brought to Council for scrutiny and approval early as full as reasonably possible.

**Complaint** – 1 Complaint was the standard of the disabled facilities within the aqua-zone

**Outcome** -Resolved.

**Lesson learned/further action** – Better monitoring of all facilities / equipment.

**Complaint** – 1 Complaint reference the standards of the spa pool.

**Outcome** – Resolved.

**Lesson learned/further action** – Better monitoring of cleanliness of spa and changing facilities.

**Complaint** – 1x Reference staff attitude to parents at centre when dropping off children at complex.

**Outcome** – Resolved.

**Lesson learned/further action** – Staff to be informed of their role and responsibilities in relation to the control of the car parks to eliminate further issues.

### **Community & Wellbeing - Parks & Cemeteries**

**Complaint** – 1 Complaint received re litter at family plot.

**Outcome** – Resolved.

**Lesson learned/further action** - Management to review the supervision protocols for work taking place around plots and ensure that staff follow the correct procedures to prevent debris from being left behind. Future supervision of any works will be more closely monitored.

### **Corporate Services – Finance**

**Complaint** – Card Payment for a FPN refused as not card holder.

**Outcome** – Resolved.

**Lesson learned/further action** - Finance to revisit card procedure as it does not clearly state that a customer can only use their card to make a payment over the telephone, this will be revisited and updated asap.

### **Corporate Services – Customer Service**

**Complaint** – noting concerns on a 2024 Committee report content

**Outcome** – not upheld

**Lesson learned/further action** –A repeat complaint from same constituent- new policy being screened on 28<sup>th</sup> January and then to Corporate Committee in February 2025 and then council for approval.

**Complaint** – Ongoing complaint re issues with a PROW.

**Outcome** – Open.

**Lesson learned/further action** – Sought legal advice and will be noted at corporate committee and then response issued.