

<u>Cover Sheet for Corporate Leadership Team Items</u>	
<b>Title of Item:</b>	<u>LEARNING FROM COMPLAINTS</u>
<b>For consideration by the Corporate Leadership Team on:</b> Thursday, <u>23</u> of <u>February</u> , 2006	
<b>Lead Officer:</b>	Phil McCourt                      Extn: 2962
<b>Supplementary Papers:</b>	Graphs and statistics detailing level of complaints Learning points from departments

**Purpose:**

To advise the number of complaints for the third quarter 05/06 (October - December 05)

**Key issues:**

- 167 – Complaints were logged for the third quarter October to December 2005. This compares with 246 complaints logged for 04/05 in the third quarter (Graphs attached).
- In addition, 111 comments/compliments were logged for the third quarter October – December 2005.
- Learning points (summary attached).  
There are no learning points identified from the following:  
Chief Executive's Department,  
Learning & Development Directorate  
Environment Directorate  
Children & Adult Social Care  
Users are not entering learning points on to the React system and this is causing difficulty. This issue has been highlighted in the Internal Audit Review.  
There were no Ombudsman local settlements in this quarter.
- The Internal Audit Review of the Complaints, Comments & Compliments Process has now been finalised, and circulated. The conclusions of the report are:

The complaints system is robust, fully catering for the requirements of the public, however the controls are undermined by the following weaknesses:

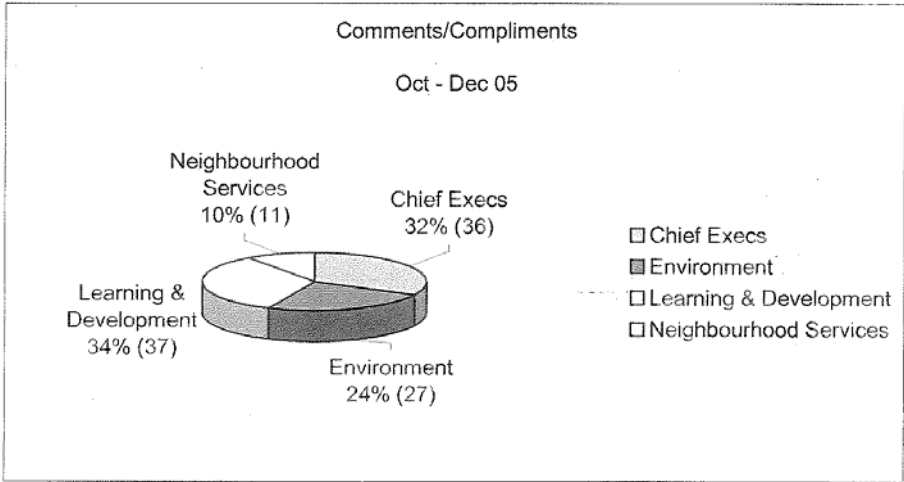
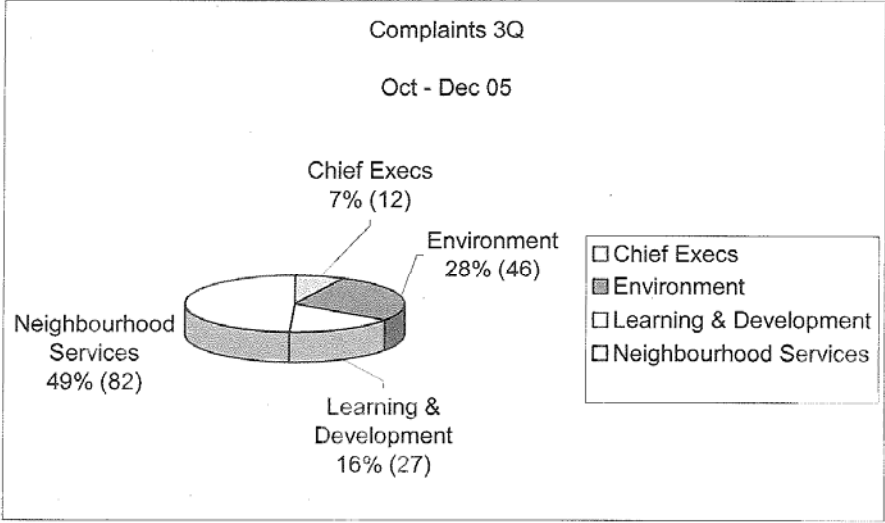
Information on the React Database is not consistent and complaint investigations are not consistently completed within agreed timescales, therefore problems may not be identified and addressed in a timely manner.

The process was tested and confirmed as having good internal controls with no problems to report. However, testing in a sample of areas identified weaknesses in the application of the system. These have been identified in a Management Action Plan and the report will be circulated to all Departments for action.

**Recommendations:**

To note the level of comments, compliments and complaints, and learning points.

To note the key findings of the Internal Audit Report.



**CLT - Lessons Learnt – Policy & Procedural Changes**  
**Directorate – Neighbourhood Services (Landlord Services December 05)**

Service	Complaint	Learning Point	Procedural Change
MKEAST	Tenants not happy at treatment they received from EMO & lack of work being promised and never done, have seen lots of staff but nothing gets done	This has a major issue surrounding staff and contractors, making promises that have never been delivered, also bad treatment that could have been avoided by ex staff member	MKC have appointed a surveyor to rectify the problems that have occurred with these tenants and progress has started.
PLANNED MAINTENANCE	Complaints about the state of repairs done by the contractors not up to any standard.	Post Inspections need to be raised for works done by the contractor. This is an ongoing problem and needs to be monitored.	A programmed is being introduced called "in Process Inspections as part of the monitoring regime to address quality issues whilst contractors are on site.
MK SOUTH	Tenant was offered property in sub standard condition, the property was not habitable, the tenant took photographs as evidence.	The property should have been inspected before being issued as ready for use. This was an internal process failure.	The lettings team are looking for an adequate property for the tenant to moved into.
MK NORTH	Former tenants are unhappy at the way they have been treated by MKC, left previous property due to health problems and the property not being able to accommodate this. Was given	To look at staff training so that information is given out correctly and concisely.	An apology from housing team, and to be put to allocations panel to register tenants.

	incorrect information by MKC staff which resulted in them not being placed on the housing waiting list.		
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