



Falkirk Community Trust

Complaints Performance Report

2015-2016

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Introduction

This is the Trust's annual complaints performance report which provides information on the Trust's performance in responding to complaints, covering the period 1st April 2015 to 31st March 2016.

The Trust always aims to provide the highest possible quality of service to our customers, but recognise on occasion things go wrong and fail to meet customer expectations.

A revised Complaints Handling Procedure (CHP) was introduced in April 2014 to provide customers with a clear and structured way to provide feedback on their dissatisfaction with Trust services in a range of easily accessible ways. The Trust welcomes feedback as it provides information that helps us to learn from complaints and to adapt and improve the way services are delivered.

Our Complaints Procedure

The Trust's complaints procedure is based on a two-stage process outlined below. The procedure seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints.

Stage One Issues that are straightforward and easily resolved, requiring little or no investigation. This means "on the spot" apology, explanation or other action to resolve the complaint within five working days or less. Complaints are addressed by staff or referred to the appropriate point for resolution. Complaint details, outcome and action taken are recorded and used for service improvement.

Stage Two Issues that have not been resolved at the first stage or that are complex, serious or "high risk". This means a definitive response is provided within 20 working days following a thorough investigation of the points raised. Investigations are carried out at Senior Manager level.

Final Stage Following investigation, if customers are still dissatisfied with our decision or the way we dealt with their complaint, they can ask the Scottish Public Service Ombudsman (SPSO) to look at it. The SPSO cannot normally look at a complaint that has not completed our complaints procedure first.

Full details of the Trust's complaints procedure and how to complain are available on our website: <http://www.falkirkcommunitytrust.org/about/complaint/>.

Reporting our Complaints Performance

The SPSO have clear governance arrangements for complaints. It is a requirement of The Public Services Reform (Scotland) Act 2010 for the Trust to have a compliant Complaints Handling Procedure and to satisfy these requirements for reporting and publishing.

This is the Trust's first published report of Complaints Performance and further reports will be published on an annual basis.

Statistics on complaints are based on 8 key performance indicators devised by the SPSO in conjunction with all 32 Scottish councils. These are detailed within:

<http://www.valuingcomplaints.org.uk/wp-content/media/SPSO-performance-indicators-for-the-Local-Authority-Model-Complaints-Handling-Procedure.pdf>.

Complaints Performance 2015-16

Indicator 1 – Complaints received per 1,000 of population

The total number of complaints received per thousand of population.

Total number of complaints received	135
Stage 1 complaints received	129 (96%)
Stage 2 complaints received	6 (4%)
Stage 1 complaints escalated to stage 2	3 (2%)

The population of the Falkirk area is 157,140. In 2015-16 the Trust received 135 complaints, equating to one complaint for every 1,164 residents of the Falkirk area. This is an average of 0.9 complaints received per 1,000 of the population.

Indicator 2 – Closed complaints

Complaints closed at stage one and stage two as a percentage of all complaints closed.

Total number of complaints closed	126
Complaints closed at stage 1	123 (98%)
Complaints closed at stage 2	3 (2%)
Complaints closed at stage 2 after escalation from stage 1	3 (2%)

The term “closed” refers to a complaint that has had a response sent to the customer and at the time no further action is required. The majority of complaints were closed at stage one, indicating that complaints are being resolved as close as possible to the point of service delivery. Only a small number of complaints required further investigation at stage two.

Although a complaint is received between 1 April 2015 and 31 March 2016, it may not be possible to close the complaint within this period. This is why the total number of complaints closed is 9 less than the total number of complaints received.

Indicator 3 – Complaints upheld, partially upheld and not upheld

The number of complaints upheld/partially upheld/not upheld at each stage as a percentage of complaints closed in full at each stage.

Stage 1 complaints	upheld	44 (36%)
	partially upheld	37 (30%)
	not upheld	42 (34%)
Stage 2 complaints	upheld	0 (0%)
	partially upheld	2 (67%)
	not upheld	1 (33%)
Escalated complaints	upheld	0 (0%)
	partially upheld	2 (67%)
	not upheld	1 (33%)

Indicator 4 – Average times

The average time in working days for a full response to complaints at each stage.

Average time to respond to Stage 1 complaints	4
Average time to respond to Stage 2 complaints	9
Average time to respond to complaints after escalation	17

The average time to fully respond to complaints at each stage reflects the requirement for thorough investigation of points raised by stage two complaints.

Indicator 5 – Performance against timescales

The number and percentage of complaints at each stage which were closed in full within the set timescales of five and twenty working days.

Stage 1 complaints closed within 5-day timescale	102 (79%)
Stage 2 complaints closed within 20-day timescale	2 (33%)
Escalated complaints closed within 20-day timescale	2 (67%)

The Trust's complaints procedure requires complaints to be closed within five working days at stage one and twenty working days at stage two. The Trust closed four out of five stage one complaints within the set five-day timescale and one in three stage two complaints, leaving room for improvement. It is recognised that customer satisfaction with the handling of their complaint is enhanced by quick resolution. The Trust strives to ensure these timescales are met in all cases.

Indicator 6 – Number of cases where an extension is authorised

The number and percentage of complaints at each stage where an extension to the five or twenty working day timeline has been authorised.

Stage 1 complaints where extension was authorised	9 (7%)
Stage 2 complaints where extension was authorised	2 (33%)
Escalated complaints closed within 20-day timescale	2 (67%)

Our complaints procedure allows for an extension to the timescales to be authorised in certain circumstances. Extensions to the handling of a complaint are a rare occurrence with 7% of stage one complaints having extensions authorised. A greater percentage of stage two (33%) and complaints escalated from stage one to stage two (67%) were granted extensions, in response to circumstances which require more thorough investigation.

Indicator 7 – Customer satisfaction

Falkirk Community Trust is committed to delivering high quality services that enrich the lives of all Falkirk's residents and visitors. Customer perception and opinion is integral to Trust service improvement: we must listen to our customers and act on what they tell us in order that our customers are satisfied. Responding appropriately to customer complaints and comments will build a sense of trust between the Trust and its users.

Customer satisfaction with the Trust is captured regularly via surveys, including through a major high-level survey first carried out in 2012 and being repeated later in 2016. We recognise it would be useful to capture people's everyday experiences of Trust services, and during 2016-17 we plan to . continue developing customer feedback systems.

Indicator 8 – Learning from complaints

The Trust takes all complaints seriously and is committed to using information gained from complaints to improve our services. Our complaints handling procedure helps us address a customer's dissatisfaction and may also prevent the same problems from arising again. Complaints are scrutinised twice annually by the Senior Management Team and reported annually to the Trust Board.

Complaints received in 2015/16 are summarised below, and categorised by specific themes.

Complaint	No	Learning outcomes
Access to facilities	6	Disabled access improvements considered when upgrading facilities
Anti-social behaviour	3	Management arrangements reviewed regularly with partners
Asset condition	25	Informs capital planning and facility improvement works
Catering	3	Information improvements at new catering facility in Helix Visitor Centre
Cleanliness	9	Informs facility operating plans, specifications and training needs
Customer service	13	Customer care focus and introduction of world host training
Helix car parking	9	Capital work programme upgrade of 75 space car park
Policy	11	Taken account of where possible and / or appropriate
Pricing	6	Customer comments considered in review process
Programme	14	Taken account of where possible and/ or appropriate
Redirected	1	Complaint required to be addressed by 3 rd party
Retail	1	Product range and display reviews
Service provision	6	Needs of majority of customers taken account of when introducing changes
Signage	9	Signage improvements at the Helix
Staff	12	Dealt with in individual staff meetings and appraisals
Systems	5	Customer comments help the commissioning of new systems

Summary of Complaints Performance

For our staff, complaints provide a first-hand account of customer views and experience. Resolving complaints early saves resources and creates better customer relations. Every Trust employee has received awareness training of our complaints procedure with appropriate staff trained in complaint handling and recording using our Customer First system.

The Trust's senior management team scrutinise complaints performance twice yearly at their management meetings. Complaints performance will be published annually on the Trust's website in line with the SPSO's complaints handling procedure.

Contact Us

If you would like to find out more about our complaints procedure, or about our annual report, please contact us.

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Or via our website: <http://www.falkirkcommunitytrust.org/about/contact.aspx>