

Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2015 to 31 March 2016 by Service Department					
Service Area	Stage 1 Complaints	Stage 2 Complaints	Requests for Service	Comments	TOTALS
Commercial Services & Procurement	0	0	0	0	0
Communications	9	0	4	9	22
Corporate Property Services	8	1	10	4	23
Education	21	3	14	5	43
Finance	65	10	84	11	170
Highways, Transport & Engineering	237	21	295	79	632
Housing – Landlord Services	123	14	96	11	244
Housing - Repairs	80	8	69	5	162
Housing & Public Health	43	6	79	16	144
Human Resources	16	2	6	2	26
ICT / Information	2	0	2	1	5
Legal & Democratic Services	12	2	13	3	30
Planning Services	27	6	13	8	54
Regeneration, Culture & Tourism	81	2	54	67	204
Social Services (Adult, Corporate)	18	0	33	3	54
Social Services (Children, Corporate)	21	2	18	0	41
Waste Management	236	7	185	38	466
Totals	999	84	975	262	2320

TABLE 2: Comparison of total enquiries received with the Previous Year			
	1 April 2014 to 31 March 2015	1 April 2015 to 31 March 2016	Difference (+ or -)
Stage 1	1001	999	-2
Stage 2	109	84	-25
Requests for Service	635	975	+340
Comments	76	262	+186
Total	1821	2320	+499

TABLE 3: Examples of compliments received across different service areas	
Service Area	Compliment
BALING PLANT	Thanks to three officers for helping when a customer's car broke down. "I was impressed by the will of those members of staff to go the extra mile in helping me sort my car out in such a busy day... I commend their work ethic and reward them accordingly for their excellent customer service."
TENANCY SUPPORT	A lady moving to the Townhill area sent wanted to thank the officers who helped her with moving in to the new property "because they were absolutely marvellous and she can't praise them enough"
GLYNN VIVIAN GALLERY	A gentleman emailed the gallery with a query about 2 paintings. He received a very quick and comprehensive reply coupled with an offer to show him the items once the gallery reopens. He was delighted with the officer's actions - a credit to the service.
KERBSIDE COLLECTION	"Refuse collector was very helpful and picked up my rubbish after magpies had torn our black bag"
CLEANSING TEAM	"I have been travelling to work past St Thomas along pentreguinea and foxhole road and have noticed a gentleman cleaning up the pathway. I would just like to say he did a great job, and worked consistently and steadily. The road looks much better for it. Please pass on my thanks"
GORSEINON LIBRARY	Officer thanked because she "demonstrated excellent customer service and communication skills which for me was phenomenal"

APPENDIX 1

Service Area	Compliment
OUTDOOR LEISURE (ACTIVE SWANSEA)	"I wish to applaud the way that the tennis coach conducted the sessions with my granddaughter Lucy during half term week. Throughout the 2 hr sessions he remained kind and respectful to all the kids in his care and also to myself. I can thoroughly recommend these sessions and and show my gratitude once again"
PARKS	"I have just walked alongside Fabian Way and the stunning display of wild flowers all along the middle grassed area has just amazed me. I know that much of the city now has lovely wild flower displays but I just felt I had to compliment the City Council on this new display"
HIGHWAYS	"I would like to say a big thank you for a job well done on Carmarthen Rd for the improved road layout that leads up to Gors Avenue"
PARKING SERVICES	"Just to say how impressed I was with the speed and quality of the response to my comment about parking in the Marina. The officer replied very promptly and seemed interested in my comments and gave me excellent information. He also took action immediately on one aspect of the issue"
ARCHIVES	"I have made many visits to your department over a long period of time and whilst I have always received polite and courteous service from all of your staff, one officer was exceptional in his attitude and approach... I seldom feel that I simply have to recognise the input from a member of staff particularly when he or she is part of a very tight team but in all honesty, he blew me away with his handling of my query.
LAND TRAIN	Compliment received regarding the helpfulness and friendliness of the land train driver on the seafront from a lady visiting from England
REGISTRARS OFFICE	Following an inquiry about a Marriage Certificate circa 1900 to help with family tree research: the officer "was very helpful and courteous. I think she represented the City & Council admirably. I would like to draw this to your attention as good service is so rare these days"
DERWEN FAWR RECYCLING CENTRE	"We are regular users of the Derwen Fawr Recycling Centre. We should like to express our appreciation of the helpful and polite way the staff invariably assist us and hope you will pass on our appreciation to those involved"
BUILDING CONTROL	"I would like to extend my profound thanks to... Building Control for incredible level of customer service and prompt processing of a building control certificate that I needed urgently"
COMPLAINTS TEAM	Response from complainant to complaints officer: "Throughout you have not rejected one call and followed through on all your promises. You have (kept) the customer involved and aren't led by corrupt management. I just wanted to personal thank you and I appreciate at time I have put you in difficult situations especially with my tone but thought you have remained professional"

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Service Area	Compliment
BRANGWYN HALL STAFF	"With my Sister who was visiting Swansea for the first time I arranged to visit the Brangwyn Hall to view the Panels. We were met and greeted by an officer who provided us with a conducted tour. She was most informative and helpful, courteous and cheerful"
GORSEINON RECYCLING CENTRE	"I would just like to say a big thank you to all the team at Gorseinon recycling centre. without exception every time I go there they are so friendly and helpful. They are a credit to the council"
BLUE BADGE / CONTACT CENTRE	Today I took my 83 year old father to County Hall for the renewal of his 'Blue badge' What a very positive experience I had from start to finish. Everything is well signposted on entering the building, the staff at reception were very helpful and we were seen on time for the appointment. The staff dealing with my father's application went out their way to help. Thanks for the extremely sensitive and thoughtful way the interview was conducted. Thank you so much to all concerned.
STREET LIGHTING	I was very impressed with the attitude and willingness to help from a council employee fitting a faulty street lamp bulb in Penclawdd. I stopped to ask him if I needed to report the fact that there was a fault with the street lamp outside my house. He said not to worry and that he would have a look that afternoon. Less than two hours later I could clearly see that he had replaced faulty street lamp. I was very pleasantly surprised but more impressed with his willingness to help from the outset.
COUNCIL TAX	"I just phoned the Council Tax department with a query about my council tax bill. The man I spoke to was so helpful, polite and patient. I wish I'd got his name so I could pass it on. It's a pleasure to get such great service. Thank you."
HOUSING BENEFIT	"I have been trying to email a compliment to your staff members who helped sort out housing benefits. The members of staff that looked after my sons affairs were very kind and helpful. We as a family have been through a very upsetting emotional time but your staff treated us with respect and understanding"
POTHoles	"For the first time, I used your 'app' to report a pot hole in our pavement, outside our bungalow. Within the '3 weeks maximum period', the pot hole was filled... a first class response! Thank you, I'm very impressed!