

CARLISLE
CITY COUNCIL



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RESOURCES
OVERVIEW AND
SCRUTINY
COMMITTEE

Committee Report

Public

Date of
Meeting:

10 April 2003

Title:

CORPORATE COMPLAINTS PROCEDURE

ANNUAL REPORT 2002/03

Report of:

Head of Customer & Information Services

Report
reference:

CIS.01/03

Summary:

This report reviews the operation and monitoring of the Corporate Complaints procedure for the ninth year of its existence. All complaints received during the period 1 April 2002 to 31 March 2003 are analysed and information is provided about the complaints that were referred to Boards of Arbitration as well as complaints referred to the Local Government Ombudsman. Comparative analyses, using the old organisation structure, as well as the new Business Units, are provided between 2002/03 and previous years.

Recommendations:

- i. The Overview and Scrutiny Committee are asked to review the information contained in this report and appendix relating to the ninth year of operation of the

Corporate Complaints Procedure.

- ii. The Overview and Scrutiny Committee are asked to note the additional monitoring of Corporate Complaints undertaken for 2002/3 as required by the Council's Equal Opportunities Policy and Racial Equality scheme which were adopted on 30 April 2002 Council Minute Reference C.71/02 (c).
- iii. The Overview and Scrutiny Committee is asked to note the revised Complaints procedure to reflect the re-organisation of the Council.

John Nutley

Head of Customer & Information Services

1. Corporate complaints recorded in 2002/03

- 1. This report analyses the corporate complaints recorded in the 12-month period from 1st April 2002 to 31st March 2003. During this time there were 32 complaints recorded at the stage 2 level, compared to 29 corporate complaints in 2001/02. (See Appendix 1 Figure 4 for 2002/3 details) These are complaints which the new Business Units and the former Council Departments have had the opportunity to rectify but where the proposed or non-resolution has not satisfied the Customer. A comparison of the level of corporate complaints received since 1997/8 based on the old departments is provided in figure 1a below. Figure 1b below shows the level of complaints received since 1 April 2000 reallocated across the new business units.

Housing Complaints relating to landlord matters etc. have from 9 December 2002 been referred to Carlisle Housing Association. The figures for Housing below relate to the period 1 April 2002 to 8 December 2002 only

Figure 1a. Corporate Complaints recorded since 1997/8 by Department.

Departments:	02/03	01/02	00/01	99/00	98/99	97/98
Housing	12	10	11	17	31	26
Env & Develop	16	14	21	12	27	36
City Treasury	4	2	7	28	9	14
TC&CE	2	0	0	0	2	3
Leisure	3	3	2	2	4	4
TOTAL	32@	29	40#	58#	73	79*

1 complaint involved two departments

*** 2 complaints involved two departments, and 1 complaint involved three departments**

@ 5 complaints involved two departments

- 2. Further details of the corporate complaints relating to Housing and the new business units can be

found in Appendix 1.

**Figure 1b. Corporate Complaints and Premature complaints recorded since 2000
reallocated by Business Unit**

Business Unit:	02/03 Corporate	01/02 Corporate	00/01 Corporate	02/03 Informal	01/02 Informal
EPS	1	0	2	9	3
CLS	3	1	1	1	1
ECD	0	2	1	1	1
PLS	9	5	11	3	1
PRS	0	0	0	0	0
CTS	6	9	8	18	12
RBS	4	2	7	8	9
CIS	0	0	0	1	1
MSE	0	0	0	0	0
FIS	0	0	0	0	0
LDS	0	0	0	0	0
SPS	1	0	0	1	0
CEX	1	0	0	0	0
CHA	12	10	11	12	13
TOTAL	32@	29	40#	54	41
No Council or CHA involvement	0	0	0	7	4

1 complaint involved two departments

@ 5 complaints involved two departments

- For the second year 59 premature complaints dealt with by the officer responsible for Corporate Complaints, including 27 electronic complaints received (46% of premature complaints) from the Council Web-site, are being reported. (See Appendix 1 Figures 5 & 6 for fuller details) 45 premature complaints (including 15 electronic complaints) were dealt with in the period from 1 April 2001 to 31 March 2002.

4. A complaint is deemed as "premature" when it is apparent that the Business Unit delivering the service has not had the opportunity to address the complaint and put things right. In these cases the complaint is acknowledged and the complainant informed that their complaint is being forwarded to a named line management officer in the relevant Service Unit or in some cases to another authority. In most cases this has enabled faster resolution for the customer. The complainant is advised to re-contact Corporate Complaints should they not be satisfied with the Service Unit's response or proposed resolution.

2. Boards of Arbitration

2.1 Three complaints were heard at Boards of Arbitration during 2002/03. However two requests for Boards of Arbitration related to complaints lodged in 2001/02 which could not be dealt with by 1 April 2002.

Figure 2. Boards of Arbitration 2001/02

	02/03	01/02	00/01	99/00	98/99	97/98
Housing	0	2#	1	3	4	4
Environment & Dev't	0	1#	2	0	6	10
City Treasury	0	0	1	1	0	1
TC&CE	0	0	0	0	2	2
Leisure Services	1	0	0	0	1	1
TOTAL Boards of Arbitration	1	3	4	4	13	16*

Indicates includes 1 complaint outstanding awaiting Board of Arbitration in April 2002

2.2 Again there was a drop in the number of cases that went to Boards of Arbitration in 2002/03 compared to 2001/02. This can again be explained by the general decrease in the number of corporate complaints received. It may or may not also reflect greater complainant satisfaction with the Authority's responses to their complaints resulting in fewer requests for the matter to be taken to Arbitration.

3. The two outstanding Arbitration Boards from 2001/02 considered complaints about the administration of Excess Charge Notices Appeals and a claim for compensation for damage to possessions when a ceiling fell down. The Board of Arbitration called during the last twelve months related to light reduction caused by trees.
- 3.3. Observations from the operation of the Complaints procedure
 1. A requirement of the Equal Opportunities Policy 2002 (pt 2.11) was the introduction of monitoring of complaints received against the delivery of services by age, disability, ethnicity and gender. A requirement of the Racial Equality Policy (pt.2.4) was monitoring of corporate complaints to identify whether they relate to racial discrimination or that a policy is having adverse impact on racial equality.
 2. 47% of corporate complainants provided the requested equal opportunities information. Fuller results are given in Appendix 1 pt. 3 however the key trends are 86% of complainants are over 35

– only 1 complaint was received in the 24 and under age group, 18% are disabled, 88% are white British and 65% are males. None of the corporate complaints received related to racial discrimination or demonstrated that a policy was having an adverse impact on racial equality.

3.3 In terms of equality of access, since December 1997, Corporate Complaints has adhered to the Council's Policy & Guidelines – Communicating with Citizens. Clear, understandable information/application forms are available immediately in a variety of formats including large print, audio-tape and electronic format including from April 2002 a downloadable form from the Council's web-site.

3.4 There has been an increase in complaints lodged electronically from 0% corporate complaints in 2001/2002 to 6 % in 2002/3. The main method remains the corporate complaint form 72% in 2001/2 and 69% in 2002/3. See Appendix 1 pt. 4 for a comparison between 2001/2 and 2002/3. Premature complaints received electronically increased from 34% in 2001/2 to 46% on 2002/3.

3.5 As in previous years, the majority of corporate complaints appear to have been successfully resolved at the second stage of the Council's Complaints Procedure. In 2002/03, of the 32 complaints received, 18 (56%) were not pursued beyond the first letter of response and only 2 (6.2%) escalated beyond the stage 2 level. This can be seen as a positive indication that the procedure enables service users to complain about services and to have them resolved, without recourse to the Board of Arbitration or the Local Government Ombudsman.

3.6 The Board of Arbitration presents a further third stage opportunity to resolve complaints internally and should help limit the number of complaints being subsequently referred to the Local Government Ombudsman.

3.7 Under the Local Government Act 1974, Section 26(5), new arrangements for handling premature Complaints referred back to the Council by the Local Government Ombudsman have been introduced. From 1 April 2001 the Ombudsman has referred premature complaints to the Council's Corporate Complaints system with a time requirement for completion of 12 weeks. This remained at 12 weeks from 1 April 2002 with the intention to reduce to 8 weeks from 01 April 2003. To date the Council has not been notified of the implementation of this lower limit. The Ombudsman's standard has been applied to all Corporate Complaints received by the Council. Of the 32 Corporate Complaints received during 2002/3 only one the complaint going to arbitration failed to be resolved in eight weeks.

4. Observations re Local Government Ombudsman

4.1 The Ombudsman dealt with 16 complaints about Carlisle City Council from 1 April 2002 to 31 March 2003. (See Appendix 1 Figure 7). Of these, five were former Corporate Complaints and one was an informal complaint. The remaining 10 complaints, ombudsman exceptions, were sent directly to the Local Government Ombudsman without using the Council's own formal complaint system.

4.2 Corporate complaint reference number 02/07 re issue of a Parking Ticket from 2002/3 and four corporate complaints reference numbers 01/16, 01/22 and 01/23 re planning and 01/29 re a Parking Ticket from 2001/02 were referred to the Ombudsman during the year. All 5 of these referrals did not request a Board of Arbitration.

4.3 **Ombudsman Exceptions.** Complaints can be dealt with by the Ombudsman immediately provided that the complainant can demonstrate Notice of Complaint, that is that the

complainant can show that he or she has made the complaint in writing to any council employee, or contractor acting on behalf of the Council Irrespective of Seniority and the complaint falls in one of the categories below:-

- a) Breakdown of trust evident between the Complainant and the Council.
- b) Waste of time and money for Council's systems to deal with complaint
- c) Entire administrative system under complaint at fault.
- d) Inability to resolve the complaint because of need to divulge third party information
- e) Where reference back puts complainant at a disadvantage
- f) Where the complainant is vulnerable
- g) Where more than one Council is involved

5. Complaints Procedures from 01 April 2003

To reflect the Council's new organisational structure the Council's complaints procedure for officers is revised as follows. The advertised complaints' scheme in the information leaflet "Not satisfied with our service" issued April 2002 remains unchanged. (See Appendix 2)

The Corporate Complaints function will be re-located within the Customer & Information Services Business Unit reporting directly to the Executive Directors to ensure to both Customers and the Local Government Ombudsman that the Council's formal Complaints procedure is both transparent and independent.

5.1 Stage 1/Informal Complaints

When customers first report complaints the relevant service should try to resolve the complaints informally, with officer involvement going no higher than the Service Manager within the Business Unit. Informal complaints received by the Council's Customer and Information Services or Corporate Complaints will be directed to the relevant Service Manager to arrange investigation.

The investigating officer must be senior to the level within the service where the complaint occurred. Officers cannot investigate themselves. Informal complaint responses should be in writing within the Council's current 10 working day target. Ideally, where possible, Business Units should try to aim for a 5 working day response/acknowledgement with an anticipated time scale for more involved complaints.

2. Stage 2/Corporate Complaints

Customers whose complaints are not resolved at the service level should be directed to Corporate Complaints rather than directly up to the Head of the Business Unit. This enables all stage 2/formal complaints to be corporately logged and monitored before referral to the Heads of the Business Units. Corporate Complaints are required to acknowledge receipt of complaints within 5 working days.

Heads of Business Units should ensure all corporate complaint investigations and drawing up of responses are undertaken by the officer tier above the level of the officer that dealt with the original complaint within the Business Unit. Whenever practicable all responses to corporate complaints will be read, agreed and signed by Head of the Business Unit concerned. Responses

will be in writing within 15 working days of receipt by Corporate Complaints.

Complaints received by Corporate Complaints at the stage 2/formal level which already involve Business Unit Heads will be referred to the Executive Director with responsibility for the relevant business unit for investigation.

5.3 Stage 3 Board of Arbitration

If the customer is still unhappy with the response to their complaint the officers undertaking the Corporate Complaints function will call a Board of Arbitration and undertake the administration pertaining to said board. Membership of the Board of Arbitration comprises three Councillors, two from the controlling group and one from the main opposition group, using one of the Council's three Appeals Panels. Board findings must be reported to the complainant within 20 working days of the Board's sitting.

5.4 Stage 4 Local Government Ombudsman

Corporate Complaints will provide Local Government Ombudsman contact details at the end of stage 3 if the customer is still dissatisfied. Customers may refer complaints to the Local Government Ombudsman earlier as an ombudsman exception. See previous point 4.3 above – Ombudsman Exceptions.

Contact Officers:	John Nutley	Ext: x7260
	Penny Crack	x7032

April 2003

APPENDIX 1

1. The nature of the Corporate Complaints

1. In this section breakdowns are provided of the types of corporate complaints received starting with the former Housing Department (now Carlisle Housing Association) and the former Departments as well as allocation to the new Business Units. (See Figure 4 for summary). Figure 1 shows that complaints about the housing department up to 9 December 2002 have increased compared to 2001/2 given the figures only represent 8 months. Three complaints annotated "*" involved another department/business unit.

Figure 1. Complaints made about the Housing Department

	02/03	01/02	00/01	99/00	98/99	97/98
Allocations	2*	0	3	1	1	1
Repairs/	6*	8	3	8	18	12

Improvements						
Neighbour problems	0	0	0	1	1	3
Customer care/ staff attitude	0	1	3	3	7	5
Miscellaneous	4*	1	2	4	4	5
TOTAL	12	10	11	17	31	26

- The complaints about the former Department of Environment and Development's services were made in the following categories:

Figure 2. Complaints made about Environment and Development Department now CTS, PLS, EPS and PRS business units

	02/03	01/02	00/01	99/00	98/99	97/98
ECNs/PCNs (CTS)	4	8	7	2	17	24
Highways matter(CTS)	0	0	0	1	2	4
Planning matters(PLS)	9	5	11	7	2	3
Street furniture (CTS)	0	0	0	0	3	1
Miscell.(CTS/EPS)	1	0	3	1	3	2
Works (CTS)	2	1	0	1	0	2
TOTAL	16	14	21	12	27	35

- During 2002/03 the level of complaints made about the services of the former Environment and Development department services rose slightly.
- The Complaints for Commercial and Technical Services were as follows. Complaints about car parking and the issue of penalty charge notices (PCNs) dropped. Issues raised were ticketing blue badge holders for displaying the badge wrong sided up, chasing payment and threatening legal action when a fine had already been paid, staff attitude and the inconsistent application of the parking control system and issuing of PCNs. The complaints received by Carlisle works were with regard to the removal of a shed and the standard and frequency of street cleaning.
- Planning complaints (now Planning Services) rose – eight of the nine complaints were about the handling of planning applications, the other complaint was regarding the previous issue of a Completion Certificate for a building regulation application.
- The Environmental Protection Services complaint was with regard to supported housing services. This complaint about staff attitude at John Street Hostel was originally lodged with Housing Services prior to 09 December 2002.
- The complaints about the former City Treasury now Revenues and Benefits Services recorded its second lowest level of complaints which covered the following topics as shown in figure 3 on the

next page.

Figure 3. Complaints made to City Treasury now Revenues & Benefits Services.

	02/03	01/02	00/01	99/00	98/99	97/98
Housing Benefit Administration	3#	1	4	12	2	5
Reception facilities/Enquiry Desk	0	0	1	8	2	0
Council Tax admin/ collection	1^	1	0	7	5	6
Miscellaneous	0	0	2	2	0	2
TOTALS	4	2	7	28*	9	13

* **One complaint concerned two categories**

Two complaints involved Carlisle Housing Association

^ **Involved the Town Clerk & Chief Executive**

8. There were 3 complaints about the former Leisure Services, which relate to the new Culture, Leisure and sport services business unit. One was regarding light reduction caused by trees, the second was the failure to respond to an informal complaint about a playground and the third was regarding an incident at the Pools.
9. The former Town Clerk & Chief Executive's Department received two complaints. The first was with regard to the head of a business unit and the second was the failure of the Communications Unit, now part of strategic and performance services, to provide the Council Tax consultation documentation on audio-tape.

2. Premature Complaints 2002/3

Figure 5 – Informal complaints and Figure 6 - E-mail Informal Complaints give details of complaints received by Corporate Complaints, which were deemed to be premature. Of these 4 (6.7%) escalated to stage 2, formal complaints.

3. Equal Opportunities Monitoring

During 2002/3 47% of corporate complainants provided the requested equal opportunities information. The results were as follows:

Age Disability Ethnicity Gender

Under 16 0% Yes 18% White British 88% Male 65%

16-24 7% No 82% White Irish 6% Female 35%

25-35 7% White Other 0%

36-45 20% Black/Black Brit 0%

46-59 40% Asian/Asian Brit 0%

60+ 26% Chinese 0%

Mixed 0%

Other/Unspec 6%

4. How the Corporate Complaints were submitted for 2001/2 and 2002/3

Mode 2002/3 2001/2

Complaint Form 69% 72%

Letter 16% 18%

Personal Visit 3% 0%

E-mail 6% 0%

Telephone call 6% 0%

Ombudsman Referral 0% 10%

5. Local Government Complaints 2002/3

See Figure 7 Ombudsman Complaints Summary 2002-3.

CORPORATE COMPLAINT SUMMARY 2002/3

No	Corp Complaint	Received	Sent On	Unit 1	Unit 2	Reply Due	After 15 ?	Outcome	8 Weeks ?
02/01	Housing Repairs Response Time	25/04/02	25/04/02	HLS		16/05/02		Service Imp/Upheld	20/06/02
02/02	Repairs Service	07/05/02	10/05/02	HLS		28/05/02	14/06/02	Service Imp/Upheld	02/07/02
02/03	Repairs and Improve 0/S Request	12/06/02	13/06/02	HLS		03/07/02		Service Imp/Upheld	07/08/02
02/04	Tenancy Agreement Matter	14/06/02	14/06/02	HLS		04/07/02		Service Imp/Upheld	08/08/02
02/05	Repairs & Maintenance New Tenancy	17/06/02	17/06/02	HLS		08/07/02		Service Imp/Upheld	12/08/02
02/06	Blue Badge Scheme/Pay & Display	27/06/02	27/06/02	CTS		18/07/02		Service Imp/Not Upheld	22/08/02
02/07	PCN Payment Demand Error	21/06/02	27/06/02	CTS		12/07/02		Not Upheld	16/08/02
02/08	Trees causing light reduction	21/06/02	27/06/02	CLS		12/07/02		Service Imp/Upheld	16/08/02
02/09	Homes Mobility Scheme Application	25/06/02	27/06/02	HLS		16/07/02	18/07/02	Not Upheld	20/08/02
02/10	John Street Hostel	08/07/02	09/07/02	EPS	HLS	29/07/02	07/08/02	Service Imp/Upheld	02/09/02
02/11	Handling Planning Application	24/07/02	24/07/02	PLS		14/08/02		Not Upheld	18/09/02
02/12	Actions Housing Benefits/Housing	30/07/02	31/07/02	HLS	RBS	20/08/02		Not Upheld	24/09/02
02/13	Handling Planning Application	01/08/02	01/08/02	PLS		22/08/02		Not Upheld	26/09/02
02/14	Removal of shed with asbestos roof	12/08/02	12/08/02	HLS	CTS	02/09/02		Service Imp/Upheld	07/10/02
02/15	Handling Planning Application	02/10/02	02/10/02	PLS		23/10/02		Not Upheld	27/11/02
02/16	Handling Planning Application	02/10/02	02/10/02	PLS		23/10/02		Service Imp/Not Upheld	27/11/02
02/17	Housing Tenancy/Housing Benefit	02/10/02	02/10/02	RBS	HLS	23/10/02		Not Upheld	27/11/02
02/18	Retention Of Bank Account Details	10/10/02	10/10/02	RBS		30/10/02		Not Upheld	04/12/02
02/19	Right to Buy Service	28/10/02	28/10/02	HLS		18/11/02		Not Upheld	16/12/02
02/20	Completion Certificate	28/10/02	28/10/02	PLS		18/11/02		Not Upheld	16/12/02

CORPORATE COMPLAINT SUMMARY 2002/3

No	Corp Complaint	Received	Sent On	Unit 1	Unit 2	Reply Due	After 15 ?	Outcome	8 Weeks ?
02/21	Failure to respond to Informal Complaint	08/11/2002	08/11/2002	CLS		29/11/2002		Service Imp/Upheld	03/01/2003
02/22	Incident at the Pools	13/11/2002	13/11/2002	CLS		04/12/2002		Not Upheld	08/01/2003
02/23	Housing Repairs Services	14/11/2002	14/11/2002	HLS		05/12/2002	06/12/2002	Not Upheld	09/01/2003
02/24	Car Parking Staff Attitude	14/11/02	14/11/02	CTS		05/12/02		Service Imp/Upheld	09/01/03
02/25	Handling Planning Application	27/11/02	27/11/02	PLS		18/12/02		Service Imp/Upheld	22/01/02
02/26	Car Parking Service	12/12/02	12/12/02	CTS		02/01/03		Service Imp/Upheld	06/02/03
02/27	Handling Planning Application	17/12/02	17/12/02	PLS		07/01/03		Not Upheld	11/02/03
02/28	Council Tax Arrears Staff	13/12/02	23/12/02	RBS	CEX	03/01/03	31/01/03	Not Upheld	07/02/03
02/29	Planning Application- Failure to Consult	22/01/03	22/01/03	PLS		12/02/03		Not Upheld	19/03/02
02/30	Handling Planning	10/02/03	11/02/03	PLS		03/03/03		Service Imp/Not Upheld	07/04/03
02/31	CTAX Consultation on Audio Tape	13/02/03	13/02/03	SPS		06/03/03		Service Imp/Upheld	10/04/03
02/32	Street Cleaning - Standard & Frequency	28/03/03	31/03/03	CTS		18/04/03			23/05/03

Abbrev.	Business Unit
CEX	Chief Executive
CLS	Culture, Leisure & Sport Services
CTS	Commercial & Technical Services
EPS	Environmental Protection Services
HLS	Housing Landlord Services (CHA)
PLS	Planning Services
RBS	Revenues & Benefits Services
SPS	Strategic & Performance Services

Complete

Yes

Yes

Yes

Yes

Yes

Yes

Yes

No

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Complete

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

Yes

N/A

INFORMAL COMPLAINTS 1 APRIL 2002 to 31 MARCH 2003

NOTE CHA Recorded as outside complaints from 09 December 2002

NO	DATE	TOPIC	EPS	CLS	ECD	PLS	PRS	CTS	RBS	CIS	MSE	FIS	LDS	SPS	CEX	CHA	E-m	Out	COMMENT
1	01.04.02	Lack of Fencing on new Footpath															Y	Y	CCC CAPITA
2	10.05.02	Council Tax Direct Debit							Y									Y	Bank Inaction
3	13.05.02	Housing Repairs														Y			
4	23.05.02	Housing Repairs/New Tenancy														Y			
5	24.05.02	7th Floor Reception/Payment of PCN						Y											
6	24.05.02	Highways Repairs/Failure to ack. letter																Y	CCC CAPITA
7	02.06.02	Blue Badge Scheme						Y									Y		
8	09.06.02	Business Rates Relief							Y								Y		
9	10.06.02	Highway Care - Weeds															Y	Y	CCC
10	17.06.02	Painting Council Houses														Y	Y		
11	20.06.02	Housing Reception and John Street	Y																02/10 Complaint
12	26.06.02	Dogs - Loose & Fouling	Y														Y	Y	Dog Warden
13	27.06.02	Car Parking for Sands Matinees		Y				Y											
14	03.07.02	Planning - Public Representation				Y													
15	08.07.02	Housing Arrears							Y							Y			02/12 Complaint
16	09.07.02	Housing Repairs - Contractors' Notice														Y	Y		Contractor Inaction
17	12.07.02	Council Tax/Benefit Letter Wording							Y										
18	17.07.02	Faulty Fire Alarm															Y		
19	22.07.02	Asbestos shed															Y		02/14 Complaint
20	27.07.02	Highway Condition						Y									Y	Y	CCC CAPITA
21	28.07.02	Non-Roadworthy Car	Y													Y	Y		Tenant Complaint
22	13.08.02	Highway Metcalfe Street						Y									Y		
23	19.08.02	PCN CA14007473						Y											PCN Cancel 13/08
24	21.08.02	Noise Complaint	Y														Y		
25	24.09.02	Homelessness Service/Reception	Y													Y			
26	08.10.02	Handling NPAS Case CA 32						Y									Y		NPAS CA 32
27	10.10.02	Pennine Way - Dust Cart																Y	CCC CAPITA
28	25.10.02	Council Tax Benefit Complaint							Y										
29	28.10.02	Council Tax Telephone System							Y										817200 number
30	31.10.02	John Street Hostel	Y																
31	04.11.02	Irish Gate Bridge Lifts						Y											

32	04.11.02	Irish Gate Bridge Lifts						Y											
33	06.11.02	Highway muddy at Beaumont													Y	Y			CCC CAPITA
34	12.12.02	Disabled Toilets			Y										Y				Access Issue
35	13.12.02	Footpath Repair Query Cumwhinton						Y							Y				
36	16.12.02	Carlisle Market Complaint															Y		Referred to Finford
37	17.12.02	Carlisle Housing Assn Reception												Y		Y			
38	18.12.02	Christmas Decorations/Ice Rink			Y														
39	19.12.02	Council Tax/Pay Rises													Y	Y			CCC Chair/Leader
40	23.12.02	Housing Allocation												Y		Y			Prior 12/07/02
41	24.12.02	Council Workmen						Y											DSO Complaint
42	30.12.02	City Centre-Political Activity						Y							Y				
43	31.12.02	Defective Street Light						Y							Y				
44	07.01.03	Missed Refuse Collection	Y												Y				
45	09.01.03	Gritting						Y							Y				
46	15.01.03	CHA Housing Repairs												Y		Y			
47	22.01.03	PCN CA17007673 Response						Y											
48	27.01.03	Web Site -Election Results										Y			Y				New Website Set
49	04.02.03	Car Parking Policy Query						Y											
50	06.02.03	Riverside Trail Rubbish	Y												Y				
51	14.02.03	Council Mailbox - Lost Cheque								Y							Y		Social Services
52	17.02.03	County Councillors Consultation													Y	Y			CCC
53	17.02.03	Rubbish Tip Bousteads Grassing	Y														Y		Cumbria Waste
54	19.02.03	Housing/Council Tax Benefits							Y										
55	13.03.03	CTAX Direct Debit							Y										
56	13.03.03	Street Cleaning						Y											02/32 Complaint
57	13.03.03	Building/Development Control			Y														
58	18.03.03	Council Tax Billing							Y						Y				
59	25.03.03	Traffic Warden						Y											
	TOTAL		9	1	1	3	0	18	9	1	0	0	0	1	0	12	27	16	

E-MAIL INFORMAL COMPLAINTS 1 APRIL 2002 to 31 MARCH 2003

NOTE CHA Recorded as outside complaints from 09 December 2002

NO	DATE	TOPIC	EPS	CLS	ECD	PLS	PRS	CTS	RBS	CIS	MSE	FIS	LDS	SPS	CEX	CHA	E-m	Out	COMMENT
1	01.04.02	Lack of Fencing on new Footpath															Y	Y	CCC CAPITA
7	02.06.02	Blue Badge Scheme						Y									Y		
8	09.06.02	Business Rates Relief							Y								Y		
9	10.06.02	Highway Care - Weeds															Y	Y	CCC
10	17.06.02	Painting Council Houses														Y	Y		
12	26.06.02	Dogs - Loose & Fouling	Y														Y	Y	Dog Warden
16	09.07.02	Housing Repairs - Contractors' Notice														Y	Y		Contractor Inaction
18	17.07.02	Faulty Fire Alarm															Y		
19	22.07.02	Asbestos shed															Y		02/14 Complaint
20	27.07.02	Highway Condition						Y									Y	Y	CCC CAPITA
21	28.07.02	Non-Roadworthy Car	Y													Y	Y		Tenant Complaint
22	13.08.02	Highway Metcalfe Street						Y									Y		
24	21.08.02	Noise Complaint	Y														Y		
26	08.10.02	Handling NPAS Case CA 32						Y									Y		NPAS CA 32
33	06.11.02	Highway muddy at Beaumont															Y	Y	CCC CAPITA
34	12.12.02	Disabled Toilets				Y											Y		Access Issue
35	13.12.02	Footpath Repair Query Cumwhinton						Y									Y		
39	19.12.02	Council Tax/Pay Rises															Y	Y	CCC Chair/Leader
42	30.12.02	City Centre - Political Activity						Y									Y		Obstruction/Arrest
43	31.12.02	Defective Street Light						Y									Y		
44	07.01.03	Missed Refuse Collection	Y														Y		
45	09.01.03	Gritting						Y									Y		
47	22.01.03	PCN CA17007673						Y									Y		
48	27.01.03	Web Site - Election Results												Y			Y		
50	06.02.03	Riverside Trail Rubbish	Y														Y		
52	17.02.03	County Councillors Consultation															Y	Y	CCC
58	18.03.03	Council Tax Billing							Y								Y		
	TOTAL		5	0	0	1	0	9	2	0	0	0	0	1	0	3	27	7	

Prepared by Penny Crack

OMBUDSMAN COMPLAINTS SUMMARY 2002-2003

Date Received	Ombudsman Ref	Category	Corporate Complaint	Arbitration Board?	Ombudsman Outcome	Outcome Date	Notes
#####	01/C/12075	Planning	01/16	No	Local Settlement	#####	
#####	02/C/00004	Planning			Outside Jurisdiction	#####	
#####	02/C/00329	Parking Ticket	01/29	No	Local Settlement	#####	
#####	02/C/00710	Housing			Non-Maladministration	#####	
#####	02/C/03418	Disabled Parking			Non-Maladministration	#####	
#####	02/C/00864	Planning	01/23	No	Ombudsman's Discretion	#####	
#####	02/C/03967	Planning Consent			Non-Maladministration	#####	
#####	02/C/04028	Planning	01/22	No	Outside Jurisdiction	#####	
#####	02/C/09949	Planning			Premature Complaint	#####	Re-submit as 02/C/10315
#####	02/C/07635	Parking Ticket	02/07	No	Ombudman's Discretion	#####	
#####	02/C/10315	Planning			Under Investigation		
#####	02/C/11312	Planning			Outside Jurisdiction	#####	
#####	02/C/13360	DSO Workmen	Inform 41		Premature Complaint	#####	Cleared at informal level.
#####	02/C/11695	Building Control			Non-Maladministration	#####	
#####	02/C/14830	Planning			Ombudman's Discretion	#####	
#####	02/C/14453	Council Tax			Non-Maladministration	#####	
#####	02/C/15933	Housing-RTB			Outside Jurisdiction	#####	

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