

Compliance Reporting Complaints Handling 2019-20, Quarter 4 (January-March 2020)

RAG status definitions

RED – One or more issues outside agreed parameters which cannot be resolved at operational level and require Leadership Group input

AMBER – One or more issues outside agreed parameters which can be resolved at operational level

GREEN – Operating within agreed parameters

Complaints received

Total number of complaints received: **11**

Stage 1: **7**

Stage 2: **4** (3 direct + 1 escalated)

1 complaint was not responded to on time.

Outcomes

Fully upheld: **8** (5 at stage 1; 3 at stage 2)

Partially upheld: **1** (0 at stage 1; 1 at stage 2)

Not upheld: **2** (2 at stage 1; 0 at stage 2)

Not pursued: **0**

Pending: **1** (1 at stage 1; 0 at stage 2)

- The outcome for 1 complaint from Quarter 3 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed.

Overall RAG status: Amber

Summary / Commentary / Actions taken

- 11 complaints received in Quarter 4. Total complaints in 2019-20: 65
- 1 frontline complaint was responded to after 8 days because staff whose input was required were not available.
- In response to a complaint about the lack of appropriate seating for visitors with arthritis, options to improve seating in the public gallery and other public areas are being explored by Facilities Management.
- In response to difficulties with the doors of the changing places toilets, especially for wheelchair users, a forthcoming review will assess the options for installing power-assisted doors.