

## Aberdeenshire Council Complaints performance report Q3 Oct – Dec 2020

Aberdeenshire Council publishes its performance of complaints handling to provide assurance in relation to our performance, to deliver continuous improvement and to assist in benchmarking between local authorities. Reporting of complaints is monitored by Audit Scotland in conjunction with the Scottish Public Services Ombudsman (SPSO) and in line with the principles of the Best Value arrangements.

The Council's Complaints Procedure and the performance indicators below adhere to the requirements set out by the SPSO's Model Complaints Handling Procedure.

### How many customer complaints did we receive?

- Between 1 Oct and 31 Dec 2020, we received **490** and closed **452** customer complaints.
- **349** (77%) complaints were handled at stage one
- **103** (23%) complaints were handled at stage two.

### What was the outcome of stage one complaints?

- We upheld/partially upheld **193** (55%) stage one complaints.
- We did not uphold **156** (45%) stage one complaints.

### What was the outcome of stage two complaints?

- We upheld/partially upheld **24** (23%) stage two complaints
- We did not uphold **79** (77%) stage two complaints.

### Our timescales – Stage One Complaints

We aim to respond to stage one complaints within 5 working days.

- We closed **246** (70.5%) stage one complaints within 5 working days.
- The average time to respond to stage one complaints was **5.0** working days.

### Our timescales – Stage Two Complaints

We aim to respond to stage two complaints within 20 working days.

- We closed **77** (76%) stage two complaints within 20 working days
- The average time to respond to stage two complaints was **18.5** working days

## Why Customers Complained

The highest volume of complaints handled related to:

- Complaints about Waste Service (**82** complaints)  
Most complaints regarding: Refuse and kerbside collections; HWRC standards.
- Complaints about Roads & Landscape (**76** complaints)  
Most complaints regarding: Parks and open spaces; Roads and footpaths standards, winter maintenance standards.
- Complaints about the Housing service (**90** complaints)  
Most complaints regarding: service standards, including communication; length of time for repair; and delayed provision of service
- Complaints about the Education & Children's services (**65** complaints)  
Most complaints regarding: bullying, additional support needs, teachers and communication of issues

We publish more detail on why customers complain, customer satisfaction and on complaint trends in our Annual Report.