Budget, Finance, Risk & Performance Quarterly Directorate Meeting CCC timescales Quarter 2 - July - September 2018

People Directorate

Department	Compliments (Note 1)	Comments (Note 2)	Complaints Formal Investigation (Stage 2) by dept (Note 3)			Complaints Formal Investigation (Stage 2) by CS & I (Note 3)			Complaints Internal Review (Stage 3) (Note 4)			Complaints Ombudsman (Note 5)			Total
			In standard	Out of Stand ard	Within time scale	In standard	Out of Standard	Within time scale	In standard	Out of Standard	Within time scale	In standard	Out of Standard	Within time scale	
Partnership Strategy															
Customer Service	6		4								1				11
Health & Wellbeing															
ICT															
Leisure Dronfield															
Leisure Eckington															
Leisure Sharley Park															
Trans Programme															
Democratic Services															
Elections															
Health & Safety															
Human resources & Payroll															
Legal						1									1
Performance								1							1
Communications		1													1
Scrutiny															
Accountancy															
Audit & Procurement															
Finance															
Revenues & Benefits			4					1	1						6
Treasury management															1

Fleet Management															
Grounds Maintenance	1														1
Street Cleansing	2														2
Waste Collection & Recycling	5	3	24	2											34
Total	14	4	32	2		1		2	1		1				57
Total for authority	17	8	37	3	1	5	0	2	1	0	1	0	0	0	75

- (1) Written compliments are recorded for monitoring and reporting purposes within three working days of receipt in accordance with the Compliments/Complaints Policy.
- (2) Comments, suggestions or ideas about how a function or service provided by the Council could be improved, are acknowledged within three working days in accordance with the Compliments/Comments/Complaints Policy.
- (3) Formal Investigation (stage 2) complaints are responded to in full within 15 working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (4) Internal Review (stage 3/ Appeal) complaints, which are reviewed by the Chief Executive Officer/Executive Director or relevant Assistant Director, are responded to in full within 20 working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (5) Ombudsman (Local Government) complaints are responded to in accordance with the Ombudsman's timescales, which is currently 20 working days of receipt.
- (6) Kath Wilkinson Customer Service Co-ordinator 9th October 2018