

Community Facilities Complaints 2007/8

Complaints are logged and coded according to the nature of the complaint and we will report back to the customers via posters, reports and websites on an annual basis.

Codes for complaints are:

01. Complaints about Staff
02. Complaints about cleanliness and hygiene
03. Complaints about facilities
04. Complaints about Management Committees
05. Complaints about Community Learning and Development Service

1. ETS (Education Tracking System)

Code: 03 – 2 complaints (ETS 167 971 001 and ETS 182 031 002)

Code: 01 – 3 complaints (ETS 183 046 001, ETS 141 441 002 & ETS 166 668 002)

2. Formal Complaints by letter to headquarters

Code: 01 – 1 complaint

Code: 03 – 7 complaints

Code: 04 – 1 complaint

3. Formal Complaints at Community Centres

Code: 03 – 7 complaints

Code: 02 – 1 complaint

4. Verbal Complaints at Community Centres

Code: 02 – 1 complaint

Code 03: - 31 complaints

From the evidence pertaining to the above it is clear that the majority of formal and informal complaints are in category Code 3 i.e. Complaints about facilities.

HOW DO WE IMPROVE?

Managers should continue to develop a staff team who are clear about their role and responsibilities within the organisation and who demonstrate a positive approach to their job.

This will be done via:

- staff training
- staff team meetings
- 1-1 staff meetings/support
- Create/introduce a standardised recording procedure for all complaints.