

Dover District Council
Annual Complaints Report
2000/2001

APPENDIX 1 - COMPLAINTS SUMMARY 2000/2001 (Comparison figures for 1999/2000 are shown in *italics*)

Chief Executive's Department

Ref No	Section	Dept Total	Subject Matter	Date Rec'd	Date Comp	No of w/days	Findings	Reasons for findings and remedy	Resolved by
C100257	Chief Executive's		Issues concerning various actions of staff	300500	300505	0	Outside jurisdiction of the Local Government Ombudsman	No action required	Local Government Ombudsman
C100261	Personnel		Personnel issues	030800	031100	64	Outside jurisdiction of Council's Complaints Procedures and those of the Local Government Ombudsman	No action required	Local Government Ombudsman
	Total	2 (1)							

Economic Development Department

Ref No	Section	Dept Total	Subject Matter	Date Rec'd	Date Comp	No of w/days	Findings	Reasons for findings and remedy	Resolved by
	Total	0 (0)							

Finance and Central Services Department

Ref No	Section	Dept Total	Subject Matter	Date Rec'd	Date Comp	No of w/days	Findings	Reasons for findings and remedy	Resolved by
C100253	Benefits		Failure to respond to letters and benefit claim forms	290300	240800	100	No Maladministration	No action required	Complaints Investigator
C100260	Benefits		Length of time to process housing benefit claim	130700	210700	26	No Maladministration	No action required	Complaints Investigator
C100268	Benefits		Failure to process housing benefit claim	111000	111000	0	Local settlement	No investigation required as settled by department	Local Government Ombudsman
C100276	Benefits		Charged from properties not owned by complainant	110101	310501	96	No Maladministration	No action required	Complaints Investigator
C100279	Benefits		Improperly pursued a debt despite holding a substantial credit in complainant's name	130201	100901	143	No Maladministration	No action required	Complaints Investigator
	Total	5 (8)							

Health and Housing Department

Ref No	Section	Dept Total	Subject Matter	Date Rec'd	Date Comp	No of w/days	Findings	Reasons for findings and remedy	Resolved by
C100254	Building Maintenance	-	Failure and delay in carrying out housing repairs	080500	180500	8	No Maladministration	Repairs carried out and letter of apology following delay sent	Department
C100255	Building Maintenance		Failure and delay in carrying out repairs	250500	010600	5	No Maladministration	Repairs carried out	Department
C100256	Housing Management		Failure to rehouse of complaint's son	260500	080600	10	No Maladministration	No action required	Department
C100258	Building Maintenance		Failure to maintain car park	090600	160600	5	No Maladministration	No action required	Department
C100259	Housing Management		Failure to provide adequate accommodation for parents	280500	301000	107	No Maladministration	No action required	Local Government Ombudsman
C100262	Housing Management		Delay in responding to requests for home improvements	200800	101100	59	No Maladministration	No action required	Complaints Investigator
C100263	Lettings		Procedures concerning installation of satellite dish	040900	140900	8	No Maladministration	No action required	Department
C100265	Lettings		Provision of adequate housing accommodation (medical grounds)	190900	260900	5	No Maladministration	No action required	Department
C100266	Building Maintenance		Delay in carrying out storm damage repairs	041000	121000	6	No Maladministration	No action required	Department
C100272	Lettings		Anti social behaviour	180900	010501	154	No Maladministration	No action required	Complaints Investigator and Local Government Ombudsman
C100274	Building and grounds Maintenance		Failure to maintain property to required standard	301100	110601	123	No Maladministration	Minor actions taken	Complaints Investigator
C100277	Environmental Health		Actions of officers	160101	230101	5	No Maladministration	No action required	Department
C100281	Lettings		Housing repairs and maintenance	220301	250501	43	No Maladministration	No action required	Local Government Ombudsman
	Total	13 (9)							

Planning and Technical Services Department

Ref No	Section	Dept Total	Subject Matter	Date Rec'd	Date Comp	No of w/days	Findings	Reasons for findings and remedy	Resolved by
C100264	Administration		Car park excess charge	150900	210900	4	No Maladministration	No action required	Department
C100267	Engineers		Allegation that contractors damaged garden plants by use of weed killers	121000	110101	60	Maladministration with injustice	Compensation awarded £100 for damage to garden and £150 for avoidable frustration and distress	Complaints Investigator
C100269	Engineers		Request for traffic management scheme denied	191000	261000	5	No maladministration	None required	Department
C100270	Building Control		Planning objections not properly considered	131000	300401	134	Issue 1 - Minor maladministration with no injustice Issue 2 - No Maladministration	No action required	Complaints Investigator
C100271	Development Control		Housing development	141100	141100	0	No investigation carried out	No action required	Local Government Ombudsman
C100273	CCTV		Allegation of invasion of privacy by improper use of CCTV	301100	110601	127	Maladministration with injustice	Compensation of £250 awarded	Complaints Investigator
C100275	Car Parks		Consultation for car park charging	050101	050101	0	No Maladministration	None required	Local Government Ombudsman
C100278	Highways		Claim for compensation following a fall	120201	150201	3	No Maladministration	Claim processed by KCC	Department
C100280	Engineers / Recreation		Misleading information regarding the Swan sanctuary	070301	210301	10	Ombudsman Discretion	None required	Local Government Ombudsman
	Total	9 (8)							

Non Departmental

Ref No	Section	Dept Total	Subject Matter	Date Rec'd	Date Comp	No of w/days	Findings	Reasons for findings and remedy	Resolved by
	Total	0 (0)							

APPENDIX 2 - COMPLAINT SUMMARY FOR 2000/2001

Complaints received during 2000/2001 (comparison figures for 1999/2000 are shown in italics)

	2000/2001	1999/2000	
A	Total number of complaints processed through the Complaints System during 2000/2001	29	29
B	Total number of complaints resolved at Departmental Level	13	12
C	Total number of complaints investigated by the Complaints Investigator	8	8
D	Total number of complaints referred to the Standards Committee	0	1
E	Outcome of referral to Standards Complaints Investigators Findings upheld	0	1
F	Outcome of referral to Standards Complaints Investigators Findings not upheld	0	0
G	Total number of complaints referred to the Local Government Ombudsman -- on appeal	0	0
H	Total number of complaints referred to the Local Government Ombudsman -- direct	4	5
I	Outcome of referral to LGO - Complaints Investigators Findings upheld	5	0
J	Outcome of referral to LGO - No findings against the Council	9	0
K	Total number of complaints received that were outside the jurisdiction of the Council's or Local Government Ombudsman's Complaints System	2	2
L	Total number of complaints pending	0	2

The above summary details the cases referred to the Local Government Ombudsman in the year to 31 March 2001. He does not necessarily determine the complaints in that year.

APPENDIX 3 - ANALYSIS OF COMPLAINTS BY DEPARTMENT

	Chief Executive's		Economic Development		Finance and Central Support		Health and Housing		Planning and Technical Services	
	00/01	99/00	00/01	99/00	00/01	99/00	00/01	99/00	00/01	99/00
A	Total number of complaints processed through the Formal Complaints System during 2000/2001									
B	Total number of complaints resolved at Departmental Level									
C	Total number of complaints resolved by the Complaints Investigator									
D	Total number of complaints referred to the Standards Committee									
E	Total number of complaints referred to the Local Government Ombudsman									
F	Total number of complaints received that were outside the jurisdiction of the Council's or Local Government Ombudsman's Complaints System									
G	Total number of complaints pending at the end of the year									

APPENDIX 4 – ANALYSIS OF LENGTH OF TIME TAKEN TO RESOLVE FORMAL COMPLAINTS

Time taken to resolve complaint	No of complaints		Percentage	
	2000/2001	1999/2000	2000/2001	1999/2000
Resolved within 10 working weeks	18	17	62.07%	58.62%
Resolved within 10-15 working weeks	3	1	10.35%	3.44%
Resolved within 15-25 working weeks	4	5	13.79%	17.24%
Resolved in over 25 working weeks	4	2	13.79%	6.90%
Ongoing	0	5	0%	13.79%

NB Time taken to resolve complaints has been calculated in accordance with the date the Complainant submitted a Complaint Form to the Council until resolved in the manner specified.

APPENDIX 5 – ANALYSIS OF FINDINGS

Findings	No	
	2000/2001	1999/2000
No maladministration	21	18
Minor maladministration	1	3
Maladministration	2	1
Compensation awarded	2	1

APPENDIX 6 – ANALYSIS OF COMPLAINTS DETERMINED BY THE LOCAL GOVERNMENT OMBUDSMAN

Treatment of complaints for the year ended 31 March 2001	2000/2001	1999/2000
	Total number of complaints determined (excluding premature complaints)	10
Number of complaints not subject to a formal report:		
Complaint settled locally	1	0
No evidence of maladministration	5	6
Ombudsman's discretion	2	0
Outside LGO's jurisdiction	2	0
Number of complaints subject to a formal report		
Maladministration causing injustice	0	0
Maladministration found but no injustice	0	0
No evidence of maladministration	0	0
Maladministration found but no injustice	0	0

For comparisons with other authorities in Kent, please refer to Appendix 7 – Summary of Complaints for Kent

Reported by the Local Government Commission

Treatment of complaints for the year ended 31 March 2001

Kent

Previous year's figures in italics

Authority	Total complaints determined (excluding premature complaints)		Number of complaints not subject to formal report										Number of complaints subject to formal report					
	2000/2001	1999/2000	LS	NIM	OD	OJ	MI	M	NIM	LS	MI	M	NIM	LS				
Kent CC	58	49	5	8	29	20	15	9	8	10	1	2	0	0	0	0	0	0
Ashford BC	12	13	1	1	6	7	3	4	1	1	1	0	0	0	0	0	0	0
Canterbury City C	37	30	0	2	27	16	5	7	5	5	0	0	0	0	0	0	0	0
Dartford BC	9	8	1	0	5	6	2	0	1	2	0	0	0	0	0	0	0	0
Dover DC	10	6	1	0	5	6	2	0	2	0	0	0	0	0	0	0	0	0
former Gillingham BC	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Gravesham BC	12	9	3	1	7	5	1	2	1	1	0	0	0	0	0	0	0	0
Maidstone BC	16	27	3	5	8	11	1	5	4	4	0	2	0	0	0	0	0	0
Medway C former Rochester upon Medway City C	37	39	7	8	21	21	4	9	4	0	0	0	0	0	0	1	1	0
Sevenoaks DC	22	16	2	0	15	4	2	7	3	4	0	0	0	0	0	1	0	0
Stepney DC	17	11	1	0	13	5	2	3	1	3	0	0	0	0	0	0	0	0
Swale BC	15	8	2	0	5	3	7	3	1	2	0	0	0	0	0	0	0	0
Thanet DC	20	22	5	3	11	8	2	9	2	2	0	0	0	0	0	0	0	0
Tonbridge & Malling DC	5	10	0	0	4	7	0	2	1	1	0	0	0	0	0	0	0	0
Tunbridge Wells RB	12	14	0	2	5	8	4	2	3	2	0	0	0	0	0	0	0	0
Total	282	267	31	30	161	129	50	64	37	38	2	4	0	0	2	1	0	

5 June 2001

Key to above:
 LS = Complaint settled locally
 NIM = No evidence of maladministration
 OD = Ombudsman's discretion
 OJ = Outside LGO's jurisdiction

Key to above:
 MI = Maladministration causing injustice
 M = Maladministration found but no injustice
 NIM = No evidence of maladministration
 LS = Complaint settled locally
 * = Figure includes more than one complaint subject to the same report