Causeway Coast and Glens Borough Council

Annual Complaints Handling Data

1st October 2025 – 31st December 2025

1.0 Complaints Handling

The information contained in the Northern Ireland Public Services Ombudsman (NIPSO)'s MCHP Parts 1-3 was adopted in full by Causeway Coast and Glens Borough Council in October 2023 to ensure it meets NIPSO's MCHP test of compliance.

Our CHP aims to provide a quick, simple and streamlined process for responding to complaints early and locally by our capable, well-trained staff. The aim is, where possible, to resolve the complaint to the customer's satisfaction. Where this is not possible, the customer should be provided with a clear and reasoned response to their complaint.

1.1 Reporting of complaints

Council has a process for the internal reporting of complaints information, including analysis of complaints trends. Regularly reporting the analysis of complaints information helps to inform management of areas where services need to improve.

Complaints are reported on a **quarterly** basis to senior management and the appropriate committee on:

- complaints performance statistics
- analysis of the trends and outcomes of complaints

We publish on a **quarterly** basis information on complaints outcomes and actions taken to improve services i.e. good practice and lessons learned.

An **annual** complaints performance report is published on our website in line with NIPSO requirements and provided to NIPSO (on request only). This summarises and builds on the quarterly reports to senior management we have produced about our services.

The Complaints handling procedure ensures:

- A standardised approach to dealing with customer complaints across the public sector in NI
- A simplified consistent process for customers to follow when lodging a complaint
- Staff and Customer confidence in complaints handling; and
- Encourages the Council to make best use of lessons learned from complaints

All complaints are progressed in accordance with the new internal governance procedures and in line with statutory requirements established by the Public Services Ombudsman Act (NI) 2016.

2.0 Definition of a Complaint

The Council's definition of a complaint is **'An expression of dissatisfaction by one or more members of the public about the Council's action or lack of action, or about the standard of service provided by or on behalf of the Council'.**

Stage 1: Frontline Response provides the opportunity to resolve or respond to complaints quickly and effectively. The procedure is:

Inform corporate support for logging purposes and identify service manager/ officer to deal with Stage 1 response. Aim to resolve within 5 working days (or 10 if extension is appropriate). Corporate Support will acknowledge within 48 hours from next working day.

Stage 2: Investigation is appropriate where the customer is dissatisfied with the frontline response. It will require a more in-depth and detailed investigation to establish the relevant facts given the complexity or serious nature of the issue. The procedure is:

Assign to a HOS/ Director for Directorate Investigation. Complaint acknowledged within 3 working days. Issues of complaint clarified, outcome sought, confirmed. Resolved within 20 working days.

3.0 Supporting the customer

Causeway Coast and Glens Borough Council is committed to providing a high standard of customer service to all its citizens.

All members of the community have the right to equal access to our complaints procedure. It is important to recognise the barriers that some customers may face barriers to complaining. These may be physical, sensory, communication or language barriers, but can also include their anxieties and concerns. Customers may need support to overcome these barriers.

All Complaints received are managed under a two stage complaints process:

Stage 1: Frontline

The following is the Complaints Data for the period **1 October 2025 to 31 December 2025,** for Causeway Coast and Glens Borough Council.

- Number of Stage I complaints received in the financial quarter**: 8**
- Number of Stage I complaints closed in the financial quarter: **7 closed in the financial quarter 1 October 2025 to 31 December 2025**
- Number of Stage I complaints rectified within target time (5 days): **4 of these met the deadline of 5 working days or less to rectify.**

Stage 2: Investigation

The following is the Complaints Data for the period **1 October 2025 to 31 December 2025,** for Causeway Coast and Glens Borough Council.

- Number of Stage II complaints received in the financial quarter - **6 received within the financial quarter 1 October 2025 to 31 December 2025**
- Number of Stage II complaints closed in the financial quarter **7 closed within the financial quarter 1 October 2025 to 31 December 2025**
- Number of Stage II complaints escalated from Stage I in the financial quarter **– 2 escalated from Stage I within the financial quarter 1 October 2025 to 31 December 2025**
- Number of Stage II complaints rectified within target time (20 days) **- 4 of these met the deadline of 20 working days or less to rectify.**

4.0 Complaint Categorisation

Of the **closed complaints** in this quarter, most complaints fell under the category of "**Policies, rules and regulations**" with the remaining complaints categorised as detailed below:

Complaint Categories:	**(Based on a total of complaints)**
Failure to provide a service	1
Conduct of Staff	2
Failure to achieve published service standards/quality of services	1
Failure to follow the appropriate administrative process	2
Policies, rules and regulations	7
Failure to fulfil statutory responsibilities	1

4.1 Complaint Outcomes

Complaints received for the quarter **1 October 2025 to 31 December 2025** were investigated in line with statutory guidelines **and closed** based on the following outcomes:

Complaint Outcomes	
Resolved	0
Upheld	1
Partially Upheld	0
Not Upheld	13

4.2 Complaints By Directorate

Directorate	
Chief Executive	0
Corporate Services	5
Environmental Services	5
Leisure and Development	4
Finance	0

4.3 Complaints Channels

Complaints are **received** via several methods.

The following data from **1 October 2025 to 31 December 2025** provides a breakdown of the channels used by citizens to engage with the Council when logging a complaint.

Channels	
Email	11
Telephone	0
Letter	1
Online Complaints Form	1
Other (Both letter & Email)	1

5.0 Learning from Complaints

The Council is committed to a high standard of learning from complaints and has clear systems in place to act on issues identified in complaints. As a minimum, it must:

- seek to identify the root cause of complaints
- take action to reduce the risk of recurrence
- systematically review complaints performance reports to improve service delivery.

Senior management reviews the information reported on complaints regularly to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed. Where the need for service improvement is identified, appropriate action (as set out in the Council's CHP) will be taken. Where suitable, performance in the service area will be monitored to ensure that the issue has been resolved.

For further information on our Complaints Handling Procedures please visit Complaints Procedure | Causeway Coast & Glens Borough Council

Or email comments@causewaycoastandglens.gov.uk

Note: No. 12, p. 11, Complaints Handling Procedure, Causeway Coast and Glens Borough Council