

Fermanagh and Omagh District Council

# Annual Complaints Monitoring Report

April 2024 – March 2025



Fermanagh & Omagh  
District Council  
Comhairle Ceantair  
Fhear Manach agus na hÓmaí

[www.fermanaghomagh.com](http://www.fermanaghomagh.com)

# Background



The model Complaints Handling Procedure for Local Authorities in Northern Ireland requires regular reports to be produced for the Fermanagh and Omagh District Council (the Council) Corporate Leadership Team, Elected Members, the Northern Ireland Public Services Ombudsman (NIPSO), and the wider public.

The Council complaints handling procedure, modelled on the NIPSO procedure, ensures that the Council:

- Complies with the statutory requirements established by the Public Services Ombudsman Act (NI) 2016;
- Follows a standard approach to managing complaints across the public sector
- Makes it easier for members of the public to complain;
- Gives staff and customers confidence in complaints handling;
- Promotes a culture of learning from complaints; and
- Encourages staff to make the best use of lessons learned from complaints.

## Complaints Handling Procedure

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

All complaints received are managed under a 2 stage complaints procedure:

Stage 1: **Frontline stage** provides an opportunity to resolve or respond to complaints quickly and effectively and to consider immediate actions to resolve the complaint. A response should be issued within 5 working days.

Stage 2: **Investigation stage** requires a full and detailed investigation for usually more complex or serious issues. A response should be issued within 20 working days.

A person can make a complaint verbally, including face-to-face and by telephone, and in writing (letter or email) or via the [online form](#).

# Overview

This report covers complaints received by the Council between 1 April 2024 and 31 March 2025.

This report includes data on key complaint handling indicators and shows how the Council has used complaints to improve its services.

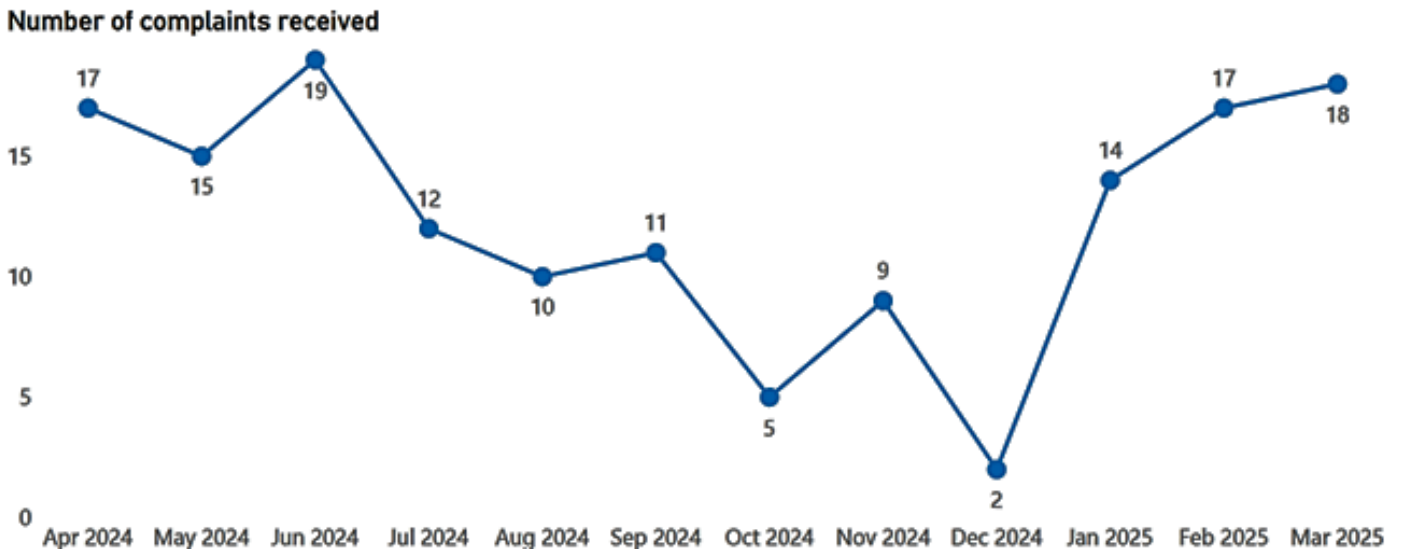
The total number of complaints received includes the total number of complaints received at Stage 1 and those which were escalated to Stage 2.

In 2024/2025, the Council received 149 complaints. 135 were resolved at Stage 1, and the remaining 14 were escalated to Stage 2.

Service Area	Areas of Complaint	No of complaints
Waste Management	Refuse, Recycling, Steet Cleansing and Public Conveniences	95
Wellbeing & Cultural Services	Leisure Centres , Theatres and Events	22
Place Shaping & Regeneration	Planning & Enforcement	12
Parks, Estates & Property	Property and Playparks	7
Community Services	Programmes, Services, Community	6
Regulatory Services	Environmental Health and Animal Welfare	5
Economic Development & Investment	Grants & Funded Programmes	1
Corporate & Strategic Services	Corporate Services	1

# Complaint performance statistics

## No of complaints received by FODC in 2024/25

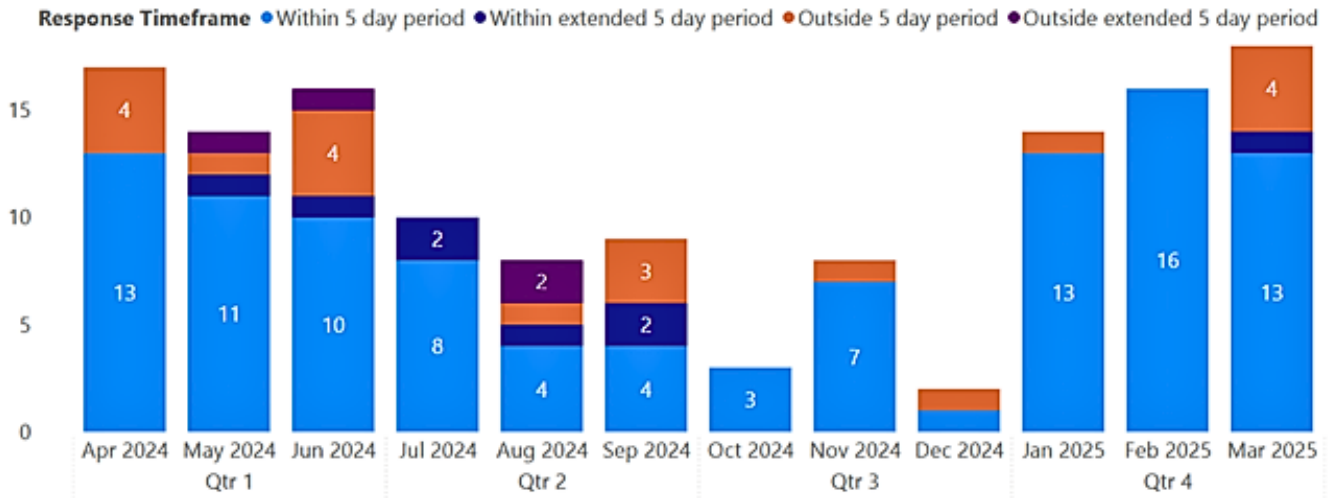


The number of complaints received throughout the year has varied each month with a high of 19 received in June 2024 and a low of 2 received in December 2024. The decrease of complaints in the later months of 2024 could be due to people being on extended leave or away during the holiday period.



## No of complaints received by FODC in 2024/25

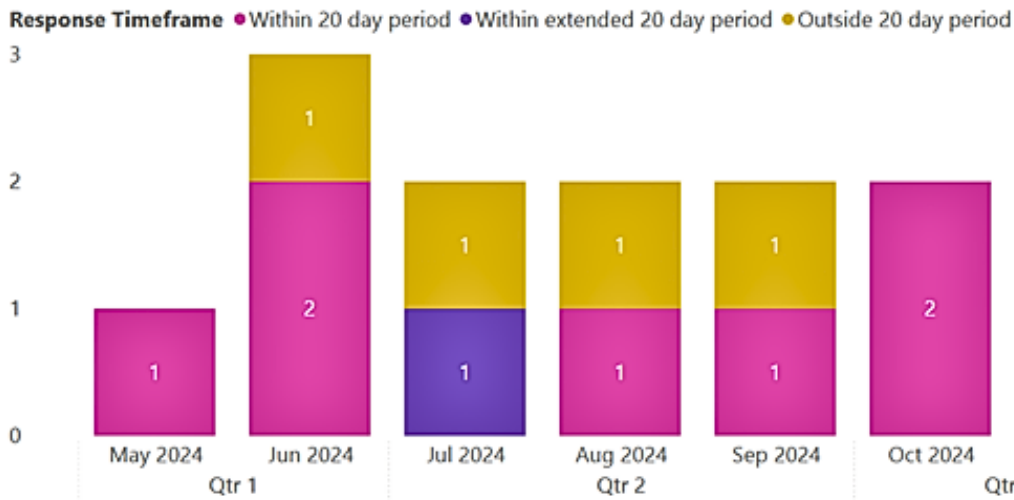
### # of complaints responded to at stage 1



The vast majority (82%) of Stage 1 complaints were responded to within the 5 working days period or the requested extension period. Less than 20% of the complaints were responded to outside of the 5 working days period and an extension was not requested.

## No of Stage 2 complaints closed within 20 days and extended 20 days

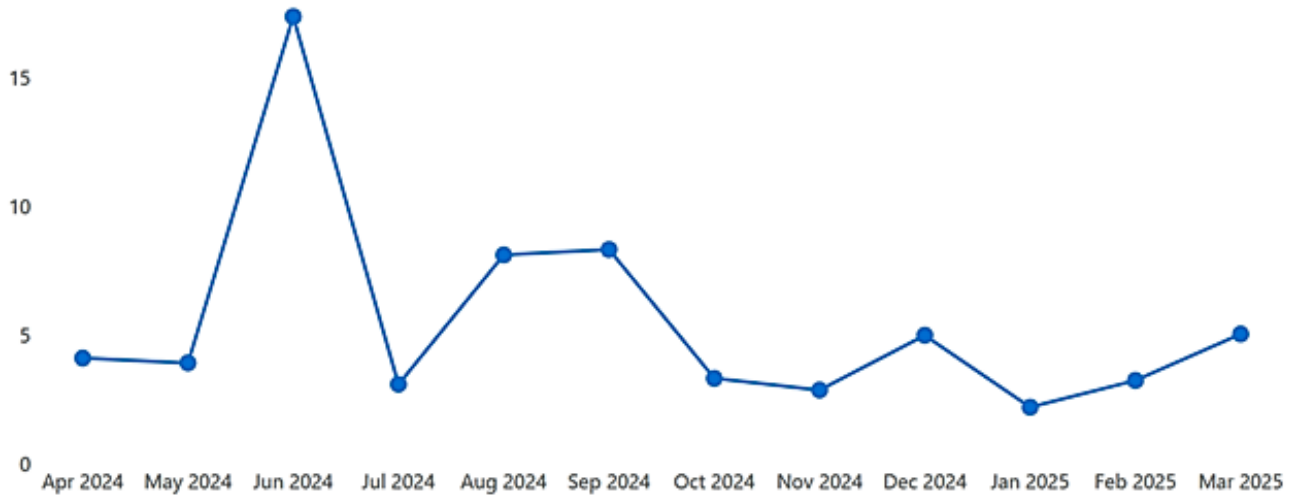
### # of complaints responded to at stage 2



Approximately two thirds of Stage 2 complaints were responded to within the 20 working days period or the requested extension period. 5 of the complaints were responded to outside of the 20 working days period and an extension was not requested.

## Average no of days taken to close a Stage 1 complaint

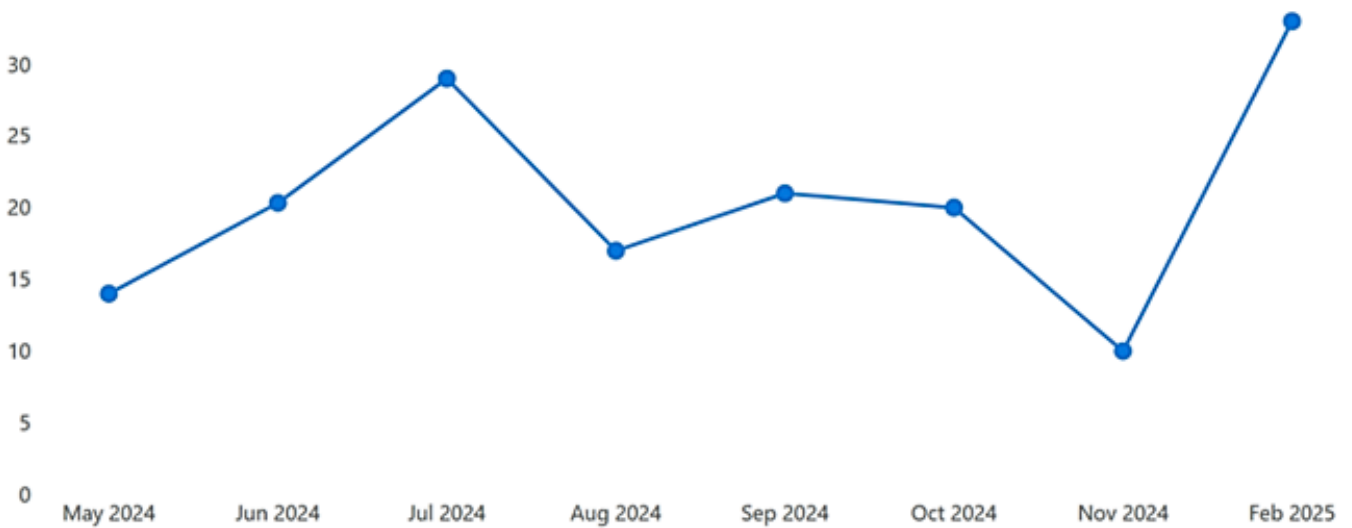
Average number of days taken for a complaint to be resolved at stage 1



The average number of days to respond to a Stage 1 request varies with the lowest being 2.2 days, overall the Council has an average response rate of 5.6 days for a Stage 1 complaint.

## Average no of days taken to close a Stage 2 complaint

Average number of days taken for a complaint to be resolved at stage 2

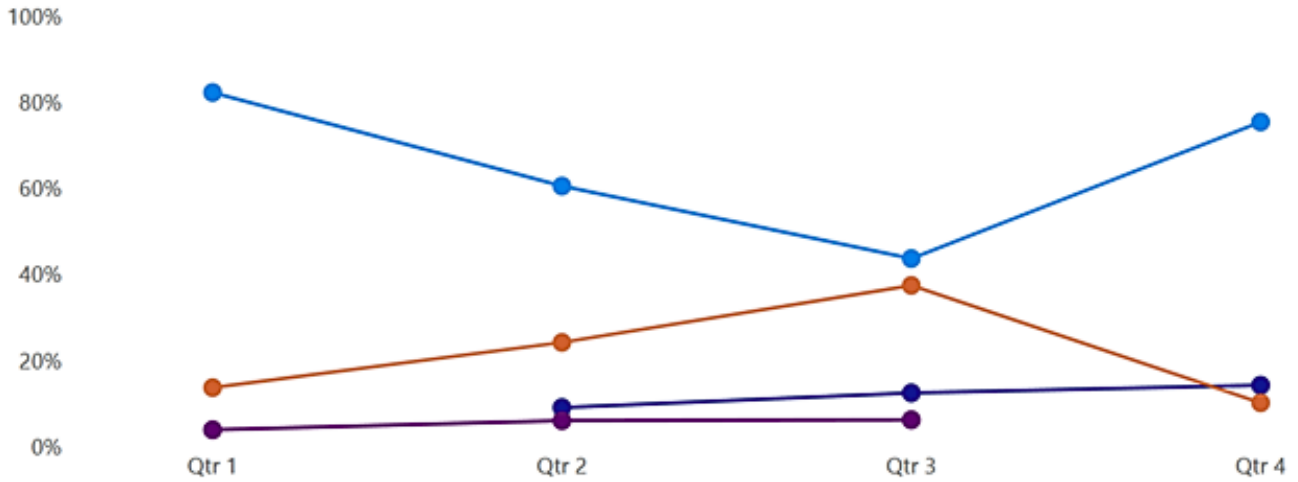


The response rate to a Stage 2 complaint varies from 10 days to 33 days with an average for the year of 20.5 days.

**% of complaints upheld, partially upheld and not upheld at Stage 1**

**Outcome of complaints at stage 1**

**Outcome** ● Upheld ● Partially Upheld ● Not Upheld ● Unspecified

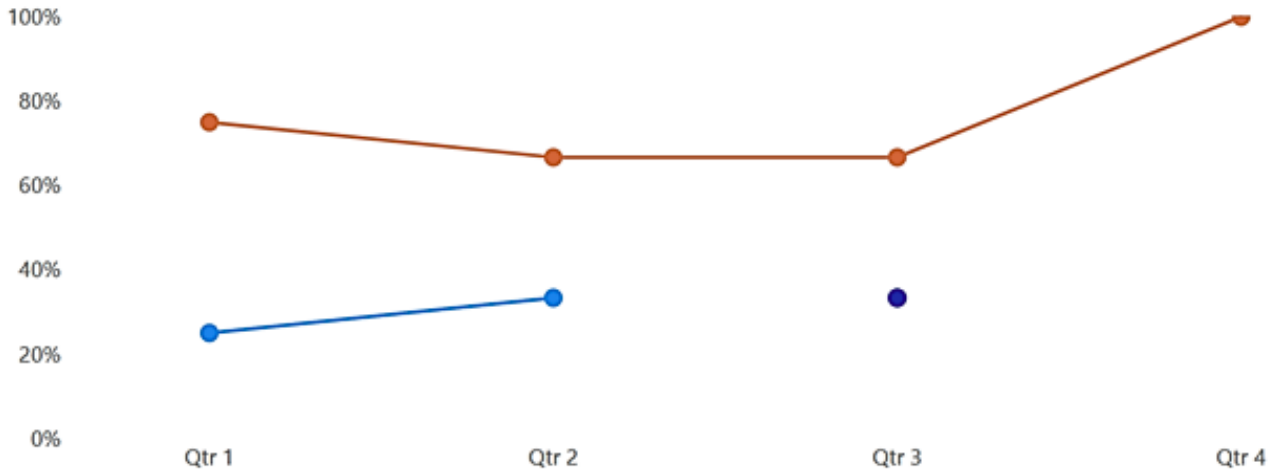


The majority of complaints are upheld/partially upheld at Stage 1.

**% of complaints upheld, partially upheld and not upheld at Stage 2**

**Outcome of complaints at stage 2**

**Outcome** ● Upheld ● Partially Upheld ● Not Upheld ● Unspecified



A smaller proportion of complaints at Stage 2 are upheld by the Council.

# Complaint trends

As this is the first year of recording in the new model there are no trends to report on this year.


For benchmarking purposes, it is helpful to show the number of complaints received as a percentage of the population.

	2024/2025
FODC population	116,812[1]
Total complaints received	149
% of population	0.13%

[1] 2021 Census <https://explore.nisra.gov.uk/area-explorer-2021/N09000006/>

## Actions taken/to be taken and Lessons learned

An individual complained that:	We listened, we acted:
Their bin was lost in a refuse lorry during collection.	Bin was replaced by the Council.
Their blue bin had not been emptied.	The bin was not collected as it has been contaminated with incorrect waste. The individual was advised on the types of waste that should be placed in the blue bin and that the bin would be lifted once the contaminated material was removed.
During a planning application process, they did not receive a letter of notification.	Planning Officers advised to check that notification letters for all properties have been served correctly during the process of any application.
Youths were being very disruptive in the swimming pool and staff did not intervene.	This incident was used as part of staff training exercises and guidance was provided to staff on how to manage this situation.
Anglers parking on grass verges leaving them very muddy.	Measures were put in place to alleviate the problem.



Heads of Service and Managers review complaints that are upheld or partially upheld to consider if a change is required to prevent the issue occurring again.

All service areas are committed to continuous improvement in service delivery and excellent customer service which includes the following:-

- Training and supporting staff where Council policy or procedures have not been followed;
- Putting things right where they have gone wrong, admitting where a mistake has been made; and
- Reviewing current policy or procedures to amend and improve Council services.

### **Complaints considered by NIPSO**

Once a complaint has been dealt with at Stage 2 by the Council, if the complainant remains dissatisfied, they can contact the Northern Ireland Public Services Ombudsman to investigate their complaint.

NIPSO can investigate complaints about public service providers in Northern Ireland. NIPSO publishes its findings on its website at <https://www.nipso.org.uk/investigations>

NIPSO received 3 complaints about the Council during 2024/2025. The complaints received were regarding the Planning Service and NIPSO did not uphold any of the complaints and no further action was required to by the Council.