

**Appendix 1**

<u>SERVICE</u>	<u>No. of Complaints 2007/08</u>	<u>No. of Complaints 2008/09</u>	<u>No. of Complaints 2009/10</u>	<u>No. of Complaints 2010/11</u>	<u>No. of Complaints 2011/12</u>	<u>Comments 2011/12</u>
<b>Transformation</b>	3	3	2	1	<b>4</b>	<p>Out of the 4 complaints received 2 of these were regarding Customer Services; 1 regarding the length of time the customer had to wait to get through to an advisor and the other regarding the information played on the welcome message. An apology was given regarding the waiting time during a busy period and an explanation was provided to the other customer, regarding why the Council has a welcome message and the importance of promoting online services on this.</p> <p>For the 2 other complaints, 1 was regarding the publicity for the closure of Council Offices during the Christmas period and the other was regarding incorrect promotion of direct dials by members of staff.</p> <p>In relation to the publicity of office closures, the Council has agreed to promote the holiday periods in all public areas in advance of the Christmas closedown.</p>

						A lot of work has been carried out regarding the promotion of direct dials and this includes, the intranet being updated to advise staff on direct dials, team briefing sessions and the removal of old direct dials.
<b>Planning Services</b>	7	8	8	12	<b>13</b>	Whilst there were 13 complaints received, investigations concluded that correct procedures were followed in each case.
<b>Community Services</b>	2	7	5	3	<b>6</b>	The complaints received were regarding Environmental Protection, Private Sector Housing and Technical Services. Correct procedures were followed in each case, however it was acknowledged that there were delays with one application for a disabled facilities grant and an apology was given to the customer. This has resulted in a review of processes and steps have been taken to improve service delivery where necessary.
<b>Financial Services</b>	7	10	19	19	<b>22</b>	Out of the 22 complaints received in relation to Council Tax, National Non-Domestic Rates, Benefits and Concessionary Travel, it was established that for 17 of the complaints, the Council had complied with its own policies and procedures. 4 resulted in apologies being made to customers and 1 resulted in records being adjusted.

<b>Housing &amp; Property Services</b>	33	37	28	34*	<b>50</b>	<p>The Service has been encouraging service users to give feedback, as the Tenant Services Authority see complaints as a tool to drive service improvement and believe customers should be encouraged to complain, to enable the Council to use this information and learn from their feedback. As a result of this, the number of complaints received has increased.</p> <p>The main areas of complaint included: Property Services – these complaints mainly related to repair issues that had not been resolved after the initial enquiry and tenants believing that the repairs had not been completed quickly enough. Some tenants also felt that replacement works rather than remedial works should be carried out. Following feedback from tenants, we introduced a “Repairs Appointment” system in Spring 2012. This should improve satisfaction around completion times for repairs.</p> <p>Voids &amp; Allocations – these complaints were mainly regarding the procedures for processing applications, allocation of properties and the length of time waiting for a property, conduct of staff and the level</p>
Property Services				15	28	
Voids & Allocations				12	8	
Rent & Money Advice				2	2	
Estate Management & Anti Social Behaviour				1	5	
Sheltered Housing				1	3	
Right to Buy					1	
Housing Strategy					1	
Housing Finance					1	
Programmed Works					1	
<i>(*Please note this figure included complaints regarding Homelessness,</i>						

<p><i>Private Sector Housing and Home Care Link. These sections are now part of Community Services, therefore the breakdown for these have been removed from Housing).</i></p>						<p>of service provided by the team. The Council's Customer Care approach has been reinforced with the team and procedures regarding application dates have also been reviewed to improve customer satisfaction.</p> <p>Rent &amp; Money Advice – these complaints were regarding a recovery letter being issued following an agreement being made to pay arrears and a former tenant disputing their liability for rent arrears. Following investigation into the former tenant arrears it was confirmed to the complainant that the Council had acted properly and they were still liable to pay the debt.</p> <p>Estate Management – these complaints were regarding neighbour disputes, conduct of staff and Council Policy on supplying a TV aerial. In all instances it was found that the Service implemented Council policy and acted appropriately.</p> <p>Sheltered Housing – these complaints related to; policies for sheltered tenants at one particular scheme – this resulted in a befriending service being introduced to integrate new tenants into the scheme, with a view to roll out to other schemes. Bin</p>
--	--	--	--	--	--	---

					<p>cupboards being used for storage – this resulted in a meeting with the tenant to resolve. Washing area being used to store bins – this resulted in officers liaising with colleagues in Street Scene to resolve this issue.</p> <p>The remaining complaints were regarding; the lack of information on the Council’s website regarding housing finance and the lack of contact with tenants regarding tenant involvement – this resulted in the information being updated on the website and also an officer from the Tenant Participation team making direct contact with the tenant. The Right to Buy process – this has resulted in procedures within the team being reviewed. The length of time taken to provide information and programmed works – this resulted in a replacement window being ordered.</p> <p>In all instances where the Service has established that something has gone wrong we have endeavoured to put this right and apologise to our customers.</p> <p>Whilst complaints did increase this year, it is positive to see that during</p>
--	--	--	--	--	---

						the same period we recorded 76 compliments from customers, expressing their gratitude and satisfaction for the level of service they received.
<b>Regeneration</b>	4	1	0	0	<b>1</b>	This complaint was regarding the continuation of a lease on an industrial unit. This resulted in the lease being renegotiated.
<b>Legal and Democracy</b>	2	1	0	2	<b>0</b>	NIL

<b>Street Scene</b>	6	4	3	5	<b>11</b>	<p>All of the 11 complaints were concerning Refuse &amp; Recycling. 6 were regarding missed collections, 3 regarding refuse/recycling containers not being returned properly following collections, 1 regarding changes to collection days and 1 regarding the delay in the delivery of replacement recycling receptacles.</p> <p>Discussions have taken place with the collection crews to ensure collections are completed and that containers are returned to the correct location. Waste Management Officers have also monitored the affected properties to ensure problems do not re-occur.</p>
Refuse				2		
Cleansing	6			2		
Recycling				1		
Grounds Maintenance				0		
Civic (Bulky Refuse)				0		
Collection Service				0		
Abandoned Vehicles				0		
Medical Collections				0		
Highways (LCC)				0		
Fly Tipping				0		
Bonfire Removal				0		
Trade Waste				0		
<b>Total</b>	64	71	65	76	<b>107</b>	