

Directorate	No. of Complaints 2016/17	No. of Complaints 2017/18	Comments
Leisure & Environment Services	6	1	<p>One complaint was received regarding residents being unable to access the lift at the Chapel Gallery during the evening.</p> <p>The complainant was contacted and the matter resolved informally.</p> <p>Access is now available following the completion of access improvement works.</p>
Housing and Inclusion Services Income Management Property Services Voids & Allocations Estate Management Home Care Link	24	26 3 14 3 5 1	<p>The majority of complaints related to property services and involved ten for response maintenance, three for programmed works and one regarding adaptations. Only five of these complaints were upheld, which resulted in apologies being given and works completed to resolve.</p> <p>Following investigation it was established that all of the complaints received for income management and voids and allocations were unfounded and the Council was not at fault.</p> <p>Out of the five complaints relating to the estate management team only one was upheld, which resulted in processes being amended.</p> <p>The one complaint for Home Care Link related to arrears for equipment that was not being used. As a result the equipment was removed and the charges refunded.</p>

Development & Regeneration Services	7	9	<p>In 2017/18 Planning Services received nine complaints.</p> <p>Following investigation, all nine complaints were unfounded and the Council was not at fault.</p> <p>Two of the complaints were referred to the Local Government Ombudsman; one was found to be no fault by the Council, however an issue was identified in Council processes which has since been corrected and for the remaining complain, the Ombudsman confirmed that they would not be investigating this.</p>
Legal and Democratic Services	0	0	No complaints received.
Finance & HR Services	2	4	<p>Out of the four complaints received, three were unfounded and the Council was not at fault.</p> <p>The final complaint was in relation to a damaged property and the time taken for the insurers to carry out repairs. As a result, the Council no longer use the firm of loss adjusters, to ensure that similar issues do not occur in the future.</p>
Revenues and Benefits	14	5	<p>Out of the five complaints received it was established that three were unfounded as existing policies and procedures had been followed. The remaining two complaints resulted in revised work procedures being issued to staff.</p> <p>Three apologies were issued as a result of the complaints.</p>
Total	53	45	