

SERVICE	No. of Complaints 2012/13	No. of Complaints 2013/14	No. of Complaints 2014/15	No. of Complaints 2015/16	Comments
Leisure & Wellbeing	3	6	10	8	<p>In relation to Leisure & Wellbeing, 8 complaints in total have been received in 2015/16, 4 related to Environmental Protection, 2 to Leisure, Culture & Arts, 1 to Technical Services and 1 to Private Sector Housing & Homelessness and all these complaints were found to be unfounded.</p> <p>Out of the 8 complaints received it was established that correct procedures had been followed in all cases. 1 apology was given following an administration error in relation to Environmental Protection.</p>

Housing & Inclusion	60	61	44	19	<p>The majority of the formal complaints received relate to the response maintenance service (10) and programmed works (6). Of these complaints, 10 were unfounded. All 6 complaints that were with merit received apologies and all outstanding work issues were resolved.</p> <p>The other 3 complaints received related to a housing application assessment, the maintenance of a privet hedge and the early serving of a Notice of Seeking Possession (NSP) for rent arrears. 2 of these complaints were unfounded.</p> <p>An apology was made for the early issue of the NSP and for any inconvenience or stress that this may have caused.</p>
Property Services				16	
Voids & Allocations				1	
Rent & Money Advice				1	
Estate Management & Anti-Social Behaviour				1	
Transformation	5	4	0	1	Customer Services received 1 complaint regarding the disclosure of personal data. Following investigation it was established that no personal data had been disclosed.
Development & Regeneration	18	12	2	3	In 2015/16 Planning Services received 3 complaints. In the 3 cases it was found that correct procedures were followed and there was no fault on the Council.

<p>Street Scene</p> <p>Refuse/Recycling</p> <p>Grounds Maintenance</p>	<p>18</p>	<p>22</p>	<p>10</p>	<p>3</p> <p>2</p> <p>1</p>	<p>The 2 complaints received regarding Refuse & Recycling collections related to bins not being returned to the correct location after collection and repeat missed collections – following the complaints, an apology was given and action was taken by the collection supervisors to ensure that no further incidents occurred.</p> <p>The 1 complaint received regarding Grounds Maintenance related to the lack of grass cutting. This was due to the grass cutting schedule being delayed because of wet weather conditions and this was relayed to the customer.</p>
<p>Legal and Democratic Services</p>	<p>1</p>	<p>0</p>	<p>0</p>	<p>1</p>	<p>Electoral Services received 1 complaint about the adequacy of the signage at a polling station to show that only guide or assistance dogs are permitted. Signage has been revised and training given to relevant staff including assisting electors with equality needs.</p>
<p>Finance & HR Services</p>	<p>0</p>	<p>1</p>	<p>1</p>	<p>3</p>	<p>In relation to Borough Treasurer Services, 3 complaints in total have been received in 2015/16. 1 of these was in relation to a claim against WLBC being defended, 1 was in relation to the Tenants Home Contents Insurance scheme not working and 1 was in relation to the flood resilience grant eligibility criteria.</p> <p>Out of the 3 complaints received it was established that correct procedures had been followed in all of these. However as a result of 2 complaints, procedures were changed. 1 complaint was unfounded.</p>
<p>Revenues and Benefits</p>	<p>17</p>	<p>27</p>	<p>44</p>	<p>36</p>	<p>Out of the 36 complaints that were received, it was established that 25 were found to have</p>

Appendix 2

					complied with existing policies and procedures and 11 resulted in written apologies being issued to customers.
Total	122	133	111	74	