

ESSENTIAL REFERENCE PAPER D

Complaints Upheld and Outcomes by Directorate

Neighbourhood Services

Service	Complaints Upheld	Outcome
Housing	Quality of Service: Helpfulness of staff	Apology, coaching session with team member
Development Control	Disagreement with Council Policy – Decision Failure to follow full consultation process	Apology and consideration of impact of process, no injustice resulted.

Customer and Community Services

Service	Complaints Upheld	Outcome
Communications	Quality of Service: Poor distribution raised by one customer	Apology to customer. Distributors contacted to ensure aware of problem. No other complaints received. Copy sent.
Environmental Services	Quality of Service Street litter Bins not returned to boundary of property Problem with recycling collection	Apology and additional inspection undertaken. Apology and instruction given to contractor. Apology, collection arranged by contractor.

	Problem with refuse collection	Apology, collection arranged by contractor.
Customer Services	<p>Failure to deliver a Service:</p> <p>Customer experienced difficulty getting through on the telephone.</p>	Apology to customers. Telephone fault reported to and corrected by IT team working with supplier. Staff rosters in revenues and benefits reviewed with updated information to customer Services about staff availability.
Parking	<p>Failure to deliver a Service:</p> <p>Error in processing visitor vouchers.</p> <p>Out of order lift in Bircherley Green Car Park</p> <p>Disagreement with Council Policy/Decision:</p> <p>Case went to bailiffs after debt not settled in full.</p>	<p>Apology to customer. Records updated and compensation provided through issue of visitor voucher book for free.</p> <p>Apology. Explanation of safety issues and programmed repairs. Repairs completed.</p> <p>Given the case bailiff charge and outstanding payment waived.</p>
Leisure	<p>Quality of Service:</p> <p>Crowded parking at a weekend at Grange Paddocks</p> <p>Faulty gym equipment at Leventhorpe</p> <p>Facilities and Leventhorpe (broken air conditioning and leak from roof).</p>	<p>Apology to customer, very busy programme that weekend, contractor took on board issues regarding programming and parking requirements.</p> <p>Apology, equipment fixed</p> <p>Apology, corrective works underway already.</p>

Internal Services

Service	Complaints Upheld	Outcome
Revenues and Benefits	<p>Delay in Dealing with Enquiry:</p> <p>Assessment delays</p> <p>Error in claim processing</p> <p>Correspondence miss-handled</p> <p>Availability of staff on the telephone</p> <p>Staff Conduct:</p> <p>Unhelpful staff</p> <p>Quality of service and staff conduct – reviewed at team meetings</p>	<p>Apology and claims progressed, team meetings to discuss and implement enhanced processes.</p> <p>Apology and claim corrected</p> <p>Apology, process changed and staff trained.</p> <p>Apology due to high volumes, welfare reform action plan with additional enquiry handling by Customer Services put in place</p> <p>Management action, training with staff concerned</p>
Asset Management	<p>Delay in Dealing with Complaint:</p> <p>Condition of Road through an industrial estate</p>	<p>Apology for delay, head lessee employed sweeper and will monitor use of road.</p>