

ESSENTIAL REFERENCE PAPER D

Complaints Upheld and Outcomes by Directorate

Neighbourhood Services:

Service	Complaints Upheld	Outcome
Development Management	<p>Delay in dealing with enquiry</p> <p>Disappointed with lack of response and poor customer service regarding Prior Notification application and</p> <p>Incorrect decision sent out to agent</p> <p>Dissatisfaction with the way planning appeal handled</p>	<p>Original email misdirected. Apology offered.</p> <p>Apologised as Council fell short of service customer could reasonably expect. Staff reminded of customer care standards.</p> <p>As above</p> <p>Apologised for not attending site visit due to admin error.</p>

Customer and Community Services:

Service	Complaints Upheld	Outcome
Customer Services	Quality of Service:	Apology to customer and explained the DP implications of providing a copy CT bill without ID
Parking	<p>CEO seen driving a motorcycle on a cycle path</p> <p>Complainant's name spelt incorrectly and disputed CEO's right to park on a yellow line to issue a PCN</p>	<p>CEO believed this was permissible. Advised to drive on public highway in future.</p> <p>Apologised for error and CEO had no justification for parking in contravention.</p>
Environmental Services	<p>Delay in dealing with information that a resident is using two black bins</p> <p>Poor relocation of bins after emptying</p> <p>Delay in responding to complaint that black bin was not fully emptied</p>	<p>Second bin removed</p> <p>Raised with contractor</p> <p>Staff training</p> <p>Apologised for delay and raised with</p>

	<p>Delay in responding to a claim for damage to property by refuse truck</p> <p>Delay in responding to emails re introduction of SPARC</p> <p>2 complaints received regarding continued problems experienced with missed recycling collections at different addresses in district</p> <p>Incorrect information provided re recycling collections</p>	<p>contractor</p> <p>Apologised for delay and provided information on alternative way to continue recycling</p> <p>Apologised and organised a meeting with contractors to resolve the problem.</p> <p>Apologised for incorrect information. Staff training.</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 mishandled</p> <p>Availability of staff on the telephone</p> <p>Long delay in receiving response to query</p> <p>Account closed in error</p> <p>Delay in setting up direct debit instructions</p> <p>Staff Conduct:</p> <p>Unhelpful staff</p> <p>Difficulty in contacting the CT team</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> <p>Quality of service and staff conduct – reviewed at team meetings</p>

Electoral Registration	Poor service. Incomplete resolution of an information request by two members of staff.	Apologised for errors made. Refunded £20 charged for incorrect letter and sent requested letter FOC.