

CUSTOMER COMPLAINTS – (1 APRIL 2015 – 31 DECEMBER 2015)

RESOURCES

LEARNING FROM COMPLAINTS

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
714	Complaint raised regarding delay in responding to an enquiry	Upheld	Resources – Corporate Improvement & Finance	Issues with a complex case involving Housing Benefit.	All points explained to customer in connection with housing benefit and council tax benefit/reduction.
820	A complaint raised regarding a member of staff	Partially upheld	Resources – Legal & Democratic	Unable to establish if the allegation was true and accurate but also unable to refute the allegation	Apology given to complainer.