

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

COMMUNITIES

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
693	Formally complaint about the service received from Housing Division. Daughter living in Glasgow and applying for a house in Angus, conflicting information given to her throughout her application process. Bad Behaviour from front line staff reducing daughter to tears in our office and no consideration for her mental wellbeing.	Upheld	Communities – Housing	Housing Options and CHR advised of correct policies and procedures and expected levels of customer service.	n/a
706	Complaint about the erection of a conservatory	Not a corporate complaint	Communities – Planning	Planning paperwork being reviewed.	n/a
716	Complaint regarding inappropriate and aggressive conduct of Angus Council employee	Partially Upheld	Communities – Leisure	Discussed with the employee how best to handle this type of situation and to reflect on how this would be carried out in future.	Staff reminded of how best to deal with this type of situation and to think about the skills needed as similar situations arise.
719	Complaint regarding anti-social behaviour and harassment spanning 18 months. Failure of Angus Council to find solution	Not upheld	Communities – Housing	Referred to mediation service.	n/a
721	Complaint regarding planning decision, delay in issues being addressed and work being undertaken in accordance with approved plans	Not upheld	Communities – Planning	No grounds to uphold complaint dealt with in line with Council policy.	n/a

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
723	Complaint regarding waste service. No response to previous two complaints	Upheld	Communities – Environmental Management	Ops staff required to investigate why complaints not being dealt which was a failure on the receiving officer responding to direct requests from the complainer.	This was mainly down to human error and steps have been taken to ensure that this does not happen in the future.
736	Complaint regarding Data Protection Breach	Not upheld	Communities – Regulatory, Protective & Preventative Services	Council had not breached legislation or any duty of confidentiality.	n/a
750	Complaint regarding lack of service in respect of planning issues	Partially upheld	Communities – Planning	Communication should be sent timeously.	Steps have been taken to ensure that officer communicate effectively with the public.
757	Complaint regarding the positioning of new lighting columns. Dissatisfied at response from section.	Not upheld	Communities – Roads	Confusion over land ownership and extent of adoption of footway by Council as Roads Authority. We recognised customers' concerns and relocated lighting column to an agreed position.	n/a
778	Complaint regarding treatment by a member of staff	Partially upheld	Communities – Community Planning	Treatment by member of staff.	Personnel issue
780	Complaint about a staff member being rude to a customer when on a visit to look at trees.	Upheld	Communities - Parks & Burial Grounds	The training needs of the employee concerned have been reassessed.	n/a
781	Complaint regarding installation of access ramp	Partially upheld	Communities – Housing	Tenant should have received a visit prior to work commencing to discuss work and timescale.	
784	Complaint on behalf of a client in regard to planning procedures in respect of the application for planning permission - conversion of an Inn into seven affordable homes	Partially upheld	Communities – Planning	Planning Authority to review how applications are processed with a view to ensuring that applications are processed within statutory timescales.	

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
788	Complaint regarding false hope given to company regarding the supply of material for a council project	Partially upheld	Communities – Roads	May have been failing in communications between Angus Council and Company.	
796	Linked to 788 – following a number of meetings complaint raised as individual remained unhappy at decision not to be considered for work.	Partially upheld	Communities – Roads	Investigation in to Brechin Flood Prevention Scheme.	n/a
801	Planning Officers involved in a planning application continue to give unsatisfactory explanations.	Not upheld	Communities – Planning	Communication problems.	Council to review procedures on main method of communication being a work e-mail address
806	Complaint about an incident at Carnoustie Leisure Centre.	Not a corporate complaint	Communities – Leisure		Procedures to be reviewed
811	Complaint regarding concerns over the standard of living that the complainant and his family are having to endure in respect of the amount that they are spending on utility bills.	Not upheld	Communities – Housing	We learnt that tenants sometimes don't fully appreciate that the cost of heating their home can be difficult, but it is their responsibility. This unfortunately is what fuel poverty means. This property meets the SHQS, but the Council is taking steps to improve homes further by installing external insulation to more properties, but capital projects like this take time and are dependent on limited resources.	n/a

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
816	Complainant stays at the new council development at 10 Camus Crescent, Carnoustie and has had problems with a fault with the bathroom wet room floor. They have reported this on different dates to Angus Council Accessline and also to Council's Architect.	Partially upheld	Communities – Housing	Matter has now been resolved. We learnt that we need to ensure our Property consultants respond to repair and defects concerns in our capital contracts more quickly. We also learnt that we need to get better at differentiating between service requests and actual complaints. This is a training issue for front line staff.	We have asked Property to respond better to defects in capital and planned maintenance contracts. Training sessions for frontline staff will cover the service request issue
817	Complaint about flat having no gas and therefore the heating was not working. Complainant has been in communication with a Housing Officer for two months. There have been lots of visits from engineers, gas engineers and electricians. Shower also not in operation.	Not upheld	Communities – Housing	We learnt that moving tenants to facilitate regeneration projects can be complex, and tenants don't always understand which parts of the process are their responsibility – especially around them communicating with their fuel supplier. We also learnt that this can be exacerbated when english is not their first language.	We will try to communicate better at the time of the home-loss process when we undertake regeneration projects.
828	Complaint about the sequence of events following a planning application submitted to Angus council by complainant's neighbour and about the way the application has been handled over a 20 month period.	Partially upheld	Communities – Planning	A full review of the case was carried out.	
831	Formal Complaint about Consultation and Provision of Information relating to Festival of House.	Not upheld	Communities – Planning	Failure to understand Angus Council's role in the process.	n/a

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
832	Complaint about Freedom of Information Request Response - Angus Council Records - Fly Tipping.	Not upheld	Communities – Regulatory, Protective & Prevention Services	Lack of communication so no further action.	n/a
846	Customer unhappy with changes to the library service and no publicity about library going over to a trust. Customer also unhappy that the catalogue was unavailable.	Not a corporate complaint	Communities – Cultural	Customers felt as though there wasn't enough publicity about libraries going over to a trust.	n/a