

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

CHIEF EXECUTIVE'S UNIT

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
786	Complainer unhappy at Insurance claim not being paid.	Not a corporate complaint	Chief Executive's Unit – Governance	Insurance claims should not be logged as a complaint unless about the process	Guidance issued to staff
835	Complaint regarding water leak causing damage to home and council advising he must claim on home insurance	Not upheld	Chief Executive's Unit - Governance	The claim file was reviewed and repudiation was maintained.	No, each claim is decided on its own merits and circumstance.