

CUSTOMER COMPLAINTS – (1 JANUARY – 31 MARCH 2016)

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
890	Complaint about issues around Council Tax and a second property.	Partially Upheld	Resources – Corporate Improvement & Finance	Relevant information gathered and appropriate exemption applied to the Council Tax account.	As a result of the investigations, 3 areas were highlighted for action and these are now underway.