

**APPENDIX 3 TO REPORT NO 260/16**

**CUSTOMER COMPLAINTS – (1 JANUARY – 31 MARCH 2016)**

**COMMUNITIES**

**LEARNING FROM COMPLAINTS**

<b>No.</b>	<b>Complaint Details</b>	<b>Complaint Resolution</b>	<b>Directorate</b>	<b>What did we learn from this Complaint</b>	<b>Have we changed anything as a result of this Complaint</b>
858	Complaint about a tenant, housing department and the complaints procedure.	Partially Upheld	Communities – Housing	To meet with the complainer and discuss the option open to Angus Council and agree a way forward.	
871	Complaint about Brechin Paddling Pool and toilets.	Not Upheld	Communities – Leisure	Requested any additional information from complainant; requested documentation on topic and information from; reviewed correspondence and re-questioned issues with staff.	Need for clarity in records of meetings.
872	Complaint about BActive Membership.	Partially Upheld	Communities – Leisure	Lack of communication from team.	Instruction to team re future communication to customers.
866	Planning complaint re treatment and service of Planning.	Not Upheld	Communities – Planning	Policy and procedures followed. Dealing with an emotive application takes time and a number of objections were received.	No remedial actions planned.
891	Complaint about insufficient time allowed to withdraw or amend a planning application before it was refused.	Partially Upheld	Communities – Planning	No procedural failings. Issues with application were conveyed to applicants agent late in the process and very limited time was allowed for applicant to decide whether to withdraw planning application or not.	Procedural guidance issued indicating that a minimum period of 5-days should be allowed for applicants to decide whether to withdraw a planning application.
845	Complaint about the tender process.	Not Upheld	Communities – Roads	N/A	N/A
883	Complaint about the installation/ possible removal of bollards outside houses in Newtyle.	Not Upheld	Communities – Roads	N/A	N/A

9 Investigation Complaints in total - 2 of these Complaints were "Not Corporate Complaints"