

CUSTOMER COMPLAINTS – (1 APRIL 2014 – 31 MARCH 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
653	Complaint related to data protection breach	Partially upheld	Resources – Corporate Improvement and Finance	Personal contact with complainer – clarity in outcomes.	Ensuring Council's procedures in relation to accessing data are followed. Further guidance issued.