

CUSTOMER COMPLAINTS – (1 APRIL 2014 – 31 MARCH 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
393	Complaint regarding housing repair issues, lack of communication and compensation claim not properly addressed.	Partially upheld	Communities - Housing	Assistance in dealing with complex repairs from both professional contractor and technical officer required. There is a need for an experienced officer to deal with this type of situation. There was a learning curve in this situation.	Depth of complexity of repair requires to be considered. May have to be dealt with as one off rather than in regular procedural way.
412	Complaint relating to dispute over an invoice.	Not upheld	Communities - Roads	Investigation confirmed that procedures handled correctly between Arbroath Football Club, Angus Council and Police Scotland.	No action required.
419	Complaint relating to repeated missed wheelie bin collections.	Partially upheld	Communities – Environmental Management	The location where customer was presenting the wheelie bin may have been a factor. Collection crews briefed and customer given advice on bin presentation.	No action required
433	Complaint regarding formation of school bus drop off point.	Not upheld	Communities – Planning	Complex complaint spanning over 10 years with lack of documentation adding to concerns, but complaint in this regard dismissed by Information Commissioner	No action required.
442	Complaint received regarding barking dogs.	Not upheld	Communities – Housing	Civil matter currently being considered by the Courts.	No action required.
456	Complaint received regarding Angus Council Trading Standards Officers.	Not upheld	Communities - Planning	Case was under appeal so premature at this time.	No action required.

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462	Complaint raised regarding problems with a neighbour and a barking dog and has suffered verbal abuse and intimidation from him, his son and friends.	Upheld	Communities – Housing	Following monitoring, individual cautioned and given a warning.	Pets policy review nearing completion. Earlier intervention being carried out and better communication with customers in person or by phone.
461	Complaint received regarding seagulls nesting on roof.	Partially upheld	Communities – ECP	Complainer advised to contact as nests appear so they can be removed timeously.	No action required.
471	Caller complaining that street sweeper urinated up against his garden wall yesterday morning. Caller has concerns as he has a young son and he was exposing himself at the bottom of his drive way.	Partially upheld	Communities – Environmental Management	Member of staff was spoken to and supervisor. Cautioned over future conduct.	Managers in this part of service to ensure staff aware of the severity of this type of action. To be monitored.
480	Complaint about a telephone call on 27 May 2014 in connection with a change to the registration of a property and staff attitude.	Not upheld	Communities - Housing	Found that officer acted in a professional manner throughout.	No action required.
491	Complaint lodged previously 16 April 2013 regarding invoices for works on property. Complainant disputing invoices and has never received a Stage 2 response from CEX.	Not upheld	Communities – Housing	Investigation has been ongoing for some years and despite a full investigation being conducted by the Council into the complaint in May 2013, a letter (dated 21 May 2013) setting out the response was wrongly addressed. Because of this mistake on the Council's part the invoices were cancelled meaning the complainant was not required to pay for the work	No action required.
495	Complaint lodged as Angus Council is failing to provide a standard service concerning the uplifting of waste bins. A list of dates when bins were not uplifted was also provided.	Upheld	Communities – Environmental Management	Route analysed and street has been moved to a smaller collection vehicle so that regular service can be carried out.	Unique case that required change in service provided. Moved to a different route. This should have been identified sooner than it was.
499	Complaint raised as no bins have been emptied again in the area. He is not happy this has happened again.	Upheld	Communities – Environmental Management	Changes to routes/vehicles and lack of staff resulted in collections being missed	Unique case that required change in service provided. Moved to a different route. This should have been identified sooner than it was.

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500	Complaint in respect of the three refusal letters in connection with his application for a disabled persons parking badge. He has been trying since February of this year without success to convince staff that he has severe medical conditions that justify renewal of his disabled parking badge held since January 2013.	Not upheld	Communities – ACCESS	Angus Council had correctly followed procedures in accordance with Transport Scotland’s Blue Badge Scheme.	No action required.
503	Complaint regarding the planning application process which his letter explains. He would like to point out that he has had no response as yet to his letter nor has it been added to the Public Comments/Document section of the public access website.	Not upheld	Communities – Planning	The application for housing had been withdrawn.	No action required.
509	Complaint about the attitude and recklessness of the Waste Operative who was emptying the bins in Brechin. Car Damaged in the process.	Partially upheld	Communities – Environmental Management	Investigation instigated in accordance with the Council’s disciplinary procedure	No action required - Individual was dealt with in accordance with disciplinary procedures.
517	Complaint received regarding failure to uplift food caddy bin which has happened on four occasions.	Upheld	Communities – Environmental Management	A high volume of calls have been received. Angus Council have had a short fall in staff with the new recycling service roll out.	Waste Management Inspectors have been advised to record all actions when dealing with complaints for call backs.
532	Complainant requested an extra grey bin to enable him to recycle more. However the waste management department has refused his request. The complainant is of the opinion that Angus Council is going against the government’s drive towards 'zero waste'.	Not upheld	Communities – Environmental Management	Reasons why only one bin is allocated per household.	No action required.
534	Complainant formally complaining about a process and outcome when tendering with Angus Council. Complainant is of the opinion that the Council 'have failed in their duty to provide healthy, competitive resources for communities and visitors to make choices'.	Not upheld	Communities – Property	The process and outcome fully discuss with officers involved in assessing the applications. Satisfied that process was carried out in a proper and professional manner.	No action required.

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535	Complaint received regarding the non-maintenance of the "Paths for All" network	Not Upheld	Communities – ACCESS	Complainer advised that Paths are not owned by Angus Council and therefore have no maintenance responsibility.	No action required.
542	Complainant raising issues in relation to the service provided by the Council between June and September 2013. In particular, the complainant's housing application was suspended and his subsequent appeal was dismissed. This was due to the applicant not having received the offer of housing timeously due to the failings of the postal service, which was outwith the Council's control.	Partially upheld	Communities – Housing	In light of the issues raised the complainant's application will be reinstated on the Common Housing Register and he will receive further offers in accordance with the Common Allocations Policy. An apology has been given for any inconvenience caused.	Earlier reference will be made to Ombudsman service if complainant unhappy with resolution.
550	Complainant is of the opinion that the levels of resurfacing works (completed by Angus Council) to the pavement outside her house have caused water penetration specifically around the vents on the front elevation of her property, which has resulted in dampness in her home.	Not upheld	Communities - Roads	Claim is with Risk Management colleagues to process.	No action required.
577	Complaint received regarding pick up point of a pupil. Complainer feels pick-up area is dangerous.	Not upheld	Planning & Transport	Confirmed appropriate processes had been carried out including Police Scotland visit	No action required – Complaint is in regard to contractual issues.
596	Complaint relating to the treatment or attitude of a staff member.	Partially upheld	Communities - Housing	Remember how we talk to individuals as we don't know the full details of what else is going on in their life.	Staff to be reminded to check system for information on tenant so they are aware of background prior to visit.
597	Complaint relating to various planning complaint.	Partially upheld	Communities - Planning	It was identified that there was a need to indicate on the ' <i>neighbour notification</i> ' forms, that representations received will be published on the Council's Web Site and accordingly the forms have been changed to indicate this.	Regular review of documentation to be undertaken.

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623	Complaint received regarding a member of staff.	Not upheld	Communities – Environmental Management	This complaint is in regard to an existing court appeal and therefore it is not appropriate to respond to or comment at this time.	No action required.
637	Complainant not happy about restricted car parking outside her property.	Not upheld	Communities - Roads	Police Scotland have agreed to give the locus attention, targeting inappropriate parking.	No action required.
638	Complaint regarding removal of a large tree in garden as neighbours are worried it might cause damage to their properties.	Upheld	Communities - Planning	Visited address and a tree works report to fell the tree.	No action required.
639	Complaint regarding planning permission application for the erection of dwelling house.	Not upheld	Communities - Planning	Angus Council had correctly followed planning procedures and legislation.	No action required.
648	Complaint regarding discrimination under the Equalities Act 2010 and failure to provide access to correspondence.	Partially upheld	Communities - Housing	Different services use different systems which do not interact and not all services had been advised of the specific request. All systems now updated with correct instructions from complainant.	No action required.
651	Complaint regarding concerns of content on a display board.	Not upheld	Communities - Cultural	Angus Council are happy that the board contains historical facts and no inaccuracies	No action required.
670	Complaint regarding the handling of a planning application.	Partially upheld	Communities - Planning	Our investigation showed that Angus Council should have been more pro-active in checking the unauthorised alterations.	Staff reminded to be more vigilant.
682	Complaint regarding changes to housing allocation and continual misleading information	Not upheld	Housing	Our communication arrangements need to be better as the complaint was not dealt with properly, but the subject of the complaint (the Council policy) had been applied correctly	We will be reviewing how we deal with complaints within Housing.

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684	Complaint regarding the allocation of waste collection facilities.	Not upheld	Communities – Environmental Management	Errors had been made in initial service delivery, however previous correspondence between the complainer and Graeme Dailly had explained this and the errors have been corrected.	No action required.
696	Complaint received against Housing Officer and letters received regarding friends dog	Partially upheld	Housing	We need to manage the results of sickness absence better, and re-assign tasks accordingly in good time, rather than leaving them in limbo.	Changes to workflow management.