

CUSTOMER COMPLAINTS – (1 APRIL – 30 SEPTEMBER 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
873	Complaint about a member of staff who called complainant re the decision of her SWF application. Staff member spoke in a very patronising manner and made individual feel really uncomfortable. She was lecturing about budgeting etc and made her feel worthless when already she felt bad enough having to ask for help.	Partially Upheld	Resources – Corporate Improvement & Finance	This should not be a stage 2 Investigation complaint but should be a stage 1 service resolution which is how it has been dealt with.	Decision makers reminded of the importance of good customer care and tactfulness in difficult conversations.
923	Formal complaint about staff member at the Scottish Welfare Fund. Staff member very rude.	Not Upheld	Resources – Corporate Improvement & Finance	Staff member ended the call because of the customer's aggressive manner and language on the phone.	Violence and aggression pro forma completed and complainant sent a letter about abusive behaviour.
933	Complaint about amendment to council tax liability going back to 11 September 2014. Transferred ownership of the property back to son on 11 September 2014 and alleges he notified the Access Office at that time of the change in circumstances.	Not Upheld	Resources – Corporate Improvement & Finance	A letter relating to Council Tax was handed into the Arbroath Access Office for the attention of Access Office staff and not the Revenues staff. The letter appears not to have been passed across to Revenues staff to action.	Procedures already in place regarding receipt of correspondence. Staff to ensure that all correspondence where applicable is passed to the relevant service without delay.
955	Complaint regarding the actions of a Welfare Rights Officer.	Partially Upheld	Resources – Corporate Improvement & Finance	Complaint investigated by Senior Officer. Our guidance did not adequately deal with the situation faced.	Staff member interviewed and case note reviewed. Case discussed in detail at team meeting and new guidance agreed.

