

CUSTOMER COMPLAINTS – (1 APRIL – 30 SEPTEMBER 2016)

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
879	Planning Enforcement Officer not following up in an appropriate manner the latest manipulation of planning guidelines.	Partially Upheld	Communities – Planning	Enforcement Officers and Planning Officers spoken to that have dealt with various enforcement cases and planning applications. Council's Access Officer spoken to and information requested set out in the complaint from officers in the Council's Roads service. Relevant documentation has also been reviewed relating to the enforcement cases and planning applications on the Council's document management system.	No action to be taken in relation to access to the Greens. Relevant information provided in response to the Freedom of Information request. Enforcement case opened to investigate use of Agricultural building. No action to be taken in relation to current enforcement case in relation to the installation of photovoltaic cells, except to progress the case.
899	Complaint about a "Service of Planning Contravention Notice" which shows lack of evidence of the lack of full investigation carried out.	Not Upheld	Communities – Planning	No remedial action was identified.	N/A
915	Complaint about a Housing Officer and the way the Housing Officer failed in duties to help complainant's family while going through a difficult and worrying time with regard to the end of housing tenancy.	Partially Upheld	Communities – Housing	New member of staff who is continuing to build knowledge in updating Northgate system as well as paper case notes, which led to an officer not being aware of temporary accommodation being considered for an applicant.	Officer advised to update notes on system meaning that access to information is available. Need to update information as quickly as possible in both systems (paper and Northgate). Officer is based in two locations, which exacerbated the situation

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
					slightly or call could have been put through.
927	Treatment or attitude of a member of staff.	Upheld	Communities – Planning	The phone call which occurred between the complainant and member of staff to resolve the issue should have left all parties feeling constructive progress had been reached. This was not the case and an apology was issued for this situation.	The matter has been investigated and appropriate action has been taken to prevent further instances in this regard.
938	Treatment or attitude of a member of staff in connection with waste recycling.	Not Upheld	Communities – Environmental Management	Complainant was updated that all the employees involved were made aware of complainant's feelings in respect of the matter and had taken all of this on board.	However, no other remedial action is required.
942	Partiality of officer dealing with a planning application.	Not Upheld	Communities - Planning	No evidence that the planning officer has acted in anything other than an impartial manner. No evidence to support the allegation has been provided.	Email response provided to customer addressing the matters.
1004	Complaint about outstanding repairs to property.	Upheld	Communities – Housing	Shed roof repaired and fence reinstated.	N/A
1013	Complaint regarding housing policy and housing allocation.	Not Upheld	Communities – Housing	Confusion over housing allocation policy.	System explained and no further action required.
1014	A rehoused couple were told various work would be carried out to the property and have now been told it will not be happening. The council is uninterested and not listening to	Not Upheld	Communities – Housing	Officers met with tenants to discuss nature of complaint and have correct timescales.	N/A

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
	the customer. Mis-information supplied.				
1033	Complaint about signage.	Partially Upheld	Communities – Planning	All relevant documentation has been reviewed relating to the case including all correspondence and guidance referred to.	Associated timelines have been reviewed.

