

CUSTOMER COMPLAINTS – (1 APRIL 2013 – 31 MARCH 2014)

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
95	Complainer attached copies of two emails which have not been acknowledged or replied to. These emails are in connection with refunds of Council Tax.	Partially upheld	Resources – Corporate Improvement & Finance	No emails were received by the Revenues section. Once this was highlighted to the complainer a satisfactory resolution was agreed.	N/A
125	Complaint re sub-standard handling of Council Tax account.	Partially upheld	Resources – Corporate Improvement & Finance	The handling of the complainant's affairs hasn't been of a sufficiently high standard.	The importance of checking account details has been emphasised to all staff to ensure they are correct and that all amendments have been carried out as required.
166	I have previously asked for a more detailed explanation on what our particular benefits of paying council tax are and have had an unsatisfactory response. We would like to know exactly where the payment for our council tax is going that benefits us.	Partially upheld	Resources Corporate Planning & Finance Communities – Technical & property Services People – Children & learning	This was a complaint of a cross-cutting nature that required to be addressed by a number of Directorates. There are no learning points arising from the Resources Directorate's approach to dealing with the complaint.	N/A
180	Complaint regarding a councillor's disrespectful Conduct at Development Control Committee Meeting 6 Aug 2013.	Partially upheld. Councillor not given full information re Community Council planning representative	Resources – Law & Admin	Councillors reminded of their duties in terms of respect for others.	N/A