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 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 219 | Complaint relates to a visit from two officers on 2 September to speak to Complainer about queries in relation to her Housing Benefit claim. The details of the complaint are as follows:- <br> - Unprofessional behaviour <br> - The officers didn't identify themselves - just said they were from Angus Council <br> - The appointment was arranged in a telephone call (after a card had been left at the address). Complainant was not told that two people would be coming - she was expecting one woman and thought she was a Housing Officer. <br> - No letter was sent confirming the appointment. <br> - Very upset / stressed by the visit. | Not upheld <br> Partially upheld | Chief Executive's Unit | Communication between the parties was not as expected by the complainant | Procedures amended to ensure that a suitable indication of the number of people attending the interview is given in advance. |
| 321 | Complaint against two members of staff. | Partially upheld | Chief Executive Economic Development | Caution to be exercised in dialogue. | Staff briefed on need to ensure professionalism at all times |
| 359 | - Client felt that Ms XXXX did not speak to him appropriately <br> - Ms XXXX had ignored 3 of his e-mails | Not upheld | Chief Executive Communications | Need to determine most appropriate form of communication with clients and agree this at outset. Improve record keeping of | Procedures reviewed and changes implemented. |


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| :--- | :--- | :--- | :--- | :--- | :--- |
|  | His request for training has <br> taken too long |  |  |  |  |

