

## CUSTOMER COMPLAINTS – (1 APRIL 2016 – 31 MARCH 2017)

## 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 re treatment and attitude of staff member	Partially upheld	Corporate Improvement and Finance	Scottish Welfare Fund - The decision makers are required to establish the applicant's situation and severity of the situation and will require to ask some difficult and personal questions. On occasions this may make the applicant feel uncomfortable. The information is to help the decision maker reach a decision.	I have reminded the decision makers of the importance of good customer care and tactfulness in difficult conversations.
955	Complaint re treatment and attitude of staff members	Partially upheld	Corporate Improvement and Finance	Complaint investigated, staff member interviewed and case note reviewed. Letter sent to complainant.	No further action required.
1069	Complaint re miscalculation of housing benefit on two properties, plus travel/school	Partially upheld	Corporate Improvement and Finance	This was checked and based on the evidence provided the decision regarding entitlement to housing benefit remains unchanged. However it was identified the income wasn't calculated correctly. However the level of income was still excessive for entitlement to housing benefit.	The only further action is for the customer to provide the evidence requested within the prescribed timescales. This information has been requested again.

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1110	Complaint re poor service at the Special Angus Council meeting held on 8 December	Upheld	Legal & Democratic	Wrong information given to complainer in respect of a committee meeting. Confirmed that information was incorrect and staff member reminded of the procedure.	Letter to objectors to planning applications to be amended to advise of time allowed for addressing the committee.