

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

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
938	Complaint re staff member at Recycling Centre	Not upheld	Environmental Management	The matter was investigated and all three employees were made aware of customer's feelings in respect of the matter and have taken this on all board.	No other remedial action required.
1027	Complaint re staff member at Recycling Centre	Not upheld	Environmental Management	The matter was investigated at time and staff interviewed and video footage reviewed. There was a counter allegation made against the complainer by staff. It was concluded that there was no evidence to show that staff had behaved inappropriately.	<p>It was concluded that there was no evidence to show that staff had behaved inappropriately. Staff already made aware of the requirement to complete relevant report of violence and aggression towards them and include in site diary.</p> <p>Staff already briefed on customer service and have received training on handling violence and aggression. Further training will however be considered.</p>
1042	Complaint re 4 missed consecutive collections of green compost bin	Upheld	Environmental Management	Complaint investigated and communications made with Waste Operations Area Supervisor and Waste Operatives.	New collection routes implemented for green waste collections. Drivers and Waste Operatives issued with collection route maps to familiarise themselves with collection route.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1065	Complaint re treatment or attitude of a staff member – Recycling Centre	Not upheld	Environmental Management	Full investigation carried out including contact with complainer and interviews with staff member concerned and witnesses. Individual making complaint known to member of staff and a history of poor relations between them.	Member of staff has been moved to another recycling centre for operational reasons. Staff member advised not to engage with this individual should they visit the recycling centre in the future.
1099	Complaint re state of disrepair of rooftops and problems with nesting seagulls	Not upheld	Environmental Management	Complaint mainly in relation to nesting on roofs and action to be taken by Environmental Health. Some minor roof repairs not previously reported. Advice provided in line with council policies by EH Officer.	Officers involved acted in accordance with policies and procedures and advice was sound.
915	Complaint about a member of staff regarding a housing tenancy	Partially upheld	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 the 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).
1004	Complaint re outstanding repairs to a property	Upheld	Housing	Shed roof was repaired and fence reinstated.	We will reiterate to our staff and contractors, that we need to complete works in line with our commitments and to our stated timescales.
1013	Complaint re housing policy and housing allocation	Not upheld	Housing	Confusion over housing allocation policy.	System explained and no further action required.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1014	Complaint re inadequate standard repairs on property and incorrect information supplied.	Not upheld	Housing	Meeting held with tenant to discuss nature of complaint and given correct timescales.	We intend to be clearer in how we communicate our policies and procedures.
1051	Complaint re service received in connection with housing issues and the way in which customer was treated by a staff member	Not upheld	Housing	Consultation with Revenue & Benefits staff to check they had carried out their duties respectfully.	Staff had followed correct policy guidelines. Customer service training has been effective.
1053	Complaint about Data Protection breach	Upheld	Housing	Staff error resulting in a breach taking place.	A reminder to all staff on data protection to be sent.
1058	Complaint re inadequate standard and condition of gas flue in kitchen	Not upheld	Housing	We need to communicate more clearly our standards and legislative requirements.	We aim to communicate more clearly.
1059	Complaint re neighbour	Not upheld	Housing	We need to communicate more clearly our standards and legislative requirements.	We aim to communicate more clearly.
1082	Complaint re ongoing issues with repairs to house	Not upheld	Housing	A series of repairs were identified by the customer. However, as this was a mutual exchange of houses these should have been accepted by the customer as seen. Notwithstanding this, a number of repairs have been instructed.	Complaint response was late for which we apologised. A number of repairs have been instructed. Angus Council needs to have a reminder system in place to stop complaints being forgotten about. This should be included in the complaints handling and Accessline request system being implemented. The complaints system sends an email to allocated staff member advising that a response is due.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1116	Complaint re ongoing problems with windows	Partially upheld	Housing	Windows repaired but full replacement now required which will be part of a larger contract.	Messages were left for the customer but could have been followed up better. Customer will be given options to decant or move permanently to allow for windows to be replaced. Improvement communication and follow up procedures.
1164	Complaint re heating upgrade and behaviour of an employee of contractor company	Upheld	Housing	Incident and technical details of heating installation checked. Discussion with staff members and contractor. Contractor staff member no longer working with the company. Apology issued to tenant. New instruction given to contractor for installation of heating.	Contractor had not fully explored all the technical options for the heating installation. Need to be clearer with contractors about our expectations for our customers and ensuring they are satisfied with what is provided as long as it is within the guidance parameters.
879	Complaint re Planning Enforcement Officer not following up in an appropriate manner and manipulation of planning guidelines	Partially upheld	Planning	Complaint not founded. No action taken in relation to access. Relevant information provided in response to FOI request. Enforcement case opened to investigate use of agricultural buildings. No action taken in relation to current enforcement case.	Officers has dealt with various enforcement cases and planning applications. All relevant documentation reviewed on the council's document management system.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
899	Complaint re "Service of Planning Contravention Notice" which shows lack of evidence and lack of full investigation carried out	Not upheld	Planning	Relevant officers have dealt with various elements of the stage 1 complaint. All relevant documentation reviewed on the council's document management system.	Complaint was not upheld therefore no remedial action was identified.
927	Complaint re treatment and attitude of a member of staff	Upheld	Planning	The phone call which occurred between the complainer and a member of staff to resolve the issue should have left all parties feeling that constructive progress had been reached. Clearly this was not the case and an apology was issued for this situation arising and the need for a complaint to be made.	This matter has been investigated and appropriate action has been taken to prevent further instances in this regard. Staff reminded of customer first approach
1033	Complaint re signage	Partially upheld	Planning	Complaint investigated and staff spoken to. All relevant documentation reviewed relating to the case including all correspondence and guidance referred to. Associated timelines also reviewed.	Workload and management of staff member to be reviewed to ensure acceptable timescales for responding to issues in the future.
1037	Complaint re section 75	Not upheld	Planning	Relevant officers spoken to that have dealt with various elements of the enforcement cases and planning applications. All relevant documentation reviewed on the council's document management system.	No remedial action taken.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1077	Complaint that a staff member had approached neighbour regarding extension to house and the fact it needs retrospective planning permission	Partially upheld	Planning	In investigating the complaint relevant staff spoken to as well as members of the Development Management team. All relevant documentation relating to the case including all correspondence and guidance referred to on the Council's Document Management System.	<p>All procedures followed in investigating the complaint were carried out and in accordance with those set out in the Council's Enforcement Charter. The only issue for the Council to consider is whether the Enforcement Charter (which sets out the process and service standards to be followed by Enforcement Officers) should include provision to inform a property owner of any observation received or investigation carried out on their property.</p> <p>This will be considered in reviewing the Enforcement Charter scheduled for January/February 2017.</p>
1087	Complaint re handling of the planning process in relation to a planning application	Not upheld	Planning	The Council's Enforcement Charter sets out appropriate processes, timescales and actions and this is being applied by officers	The complaint was not upheld. Enforcement powers will continue to be applied in an appropriate way
1101	Complaint re porch/back utility room	Not upheld	Planning	Contacted complainant on behalf of his brother. Joiner in touch and board to be replaced.	Better contact to be kept between Housing Officer, customer and tradesman.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1133	Complaint re disagreement with a decision where customer cannot use another procedure	Not upheld	Planning	Customer concerned that appropriate policies and procedures had not been followed in determination of a planning application.	The matter was investigated and it was identified that all appropriate procedures were followed. The customer's concern related to a matter of planning judgement and there is no evidence to suggest that judgement was inappropriately or wrongly exercised.
1152	Complaint re planning application and dissatisfaction with council policy	Not upheld	Planning	In investigating the complaint, officers were spoken to who dealt with the planning application in 2014 as well as the application submitted in 2017. Senior officers in the Development Management team and Building Standards team spoken to who dealt with Building Warrant. All documentation on the Council's document management system and Public Access system as well as relevant legislation, Council policy and the Scheme of Delegation reviewed.	The conclusion of this investigation is therefore that the Council has fulfilled its legal requirements and complied with relevant legislation in processing and determining (where appropriate) the planning applications and building warrants in question. No remedial action required.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1155	Complaint re council's failure to follow appropriate administrative procedures	Not upheld	Planning	In investigating the complaint, officers were spoken to. The officer who dealt with the planning application in 2014 as well as the application submitted in 2017. Senior officers in the Development Management team and Building Standards team spoken to who dealt with Building Warrant. All documentation on the Council's document management system and Public Access system as well as relevant legislation, Council policy and the Scheme of Delegation reviewed.	The conclusion of this investigation is therefore that the Council has fulfilled its legal requirements and complied with relevant legislation in processing and determining (where appropriate) the planning applications and building warrants in question. No remedial action required.
922	Complaint in relation to planning issues and failure to provide service	Partially upheld	Planning & Transport	Issues in relation to the granting of planning permission. Complaint partially upheld in that the council did not apply the provisions of the Local Development Plan fully in relation to light impact in granting the application.	Protocol to be developed between Development Standards and Environmental and Consumer Protection in relation to assessing light impact from developments and the application of relevant planning policies.
957	Complaint re damage caused to drive during emergency works and delay in responding	Upheld	Roads	Customer should be kept informed of any delays to works and requested to reply. Correspondence should be maintained until a response is received.	No remedial action taken.

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1113	Complaint re member of staff's use of social media	Not upheld	Roads	Social media policy checked. Individual's social media checked where accessible and checked with other "friends".	Unknown – no details provided of break of social media policy. No remedial action as complainer did not provide evidence to substantiate complaint.