

CUSTOMER COMPLAINTS – (1 APRIL – 30 JUNE 2017)

PLACE

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
1191	Complaint re rent and ongoing problems with seagulls	Not upheld	Communities - Housing	<p>Rent status checked, and time sequence of contacts and responses by staff, along with meetings arranged. Status of seagull issues checked. Electrical test arrangements checked.</p> <p>Seagulls in vicinity of customer's home causing upset, and rent queried.</p>	<p>Actions being taken to address gulls in line with Council policy. Actions being taken to clarify rent responsibilities, in line with policy. Periodic five year inspection to be arranged in line with programme and industry standards.</p>
1206	Complaint re treatment and attitude of a staff members	Upheld	Communities - Property	<p>Meeting room shouldn't have been booked out after 8.00pm. A member of staff had incorrectly taken room booking up until 9.00pm rather than 8.00pm. Electronic room bookings system now only allows bookings to 8pm for all rooms at Bruce House. Ensure staff making room booking complete all relevant information.</p>	<p>Discussed with member of staff that they should have advised that the bookings were revised and apologised for the mistake and that the member of staff is to be flexible and accommodating in providing assistance and refreshments etc. when required. Should attendees not vacate the room by 8.05pm, the member of staff should knock on the door and politely advise the time and that the meeting is required to finish as soon as possible to allow the building to close.</p>

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1163	Complaint re closure of a right of way at steps	Not upheld	Communities – Roads	Rationale explained as to why steps were closed to the public and alternative route is available. Angus Councillors for the Montrose area are required in broad terms to manage the Montrose Common Good Fund for the benefit of the inhabitants of the area.	No remedial action identified.
1147	Complaint re issue with Community Mental Health and housing issues	Upheld	Place – Housing, Regulatory and Protective Services	<p>Information contained in the letter written to the Community Mental Health contained information which was inaccurate. The council had no intention to tell lies or to imply that there was any fault on the complainant's part.</p> <p>The council have accepted that complainant is required to move and have now offered accommodation even though another property is currently owned by complainant.</p>	Apology issued.
1240	Complaint re a planning application	Not upheld	Place – Housing, Regulatory and Protective Services	In investigating the complaint, the Planning Officer who dealt with the application and the officer that dealt with the stage 1 complaint have been spoken to. All documentation reviewed on the council's management system relating to the planning application.	No remedial action identified.