

CUSTOMER COMPLAINTS – (1 July 2017 – 30 September 2017)

ANGUS ALIVE

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
1341	Treatment or attitude of a staff member	Partially upheld	Libraries – Access	<p>The findings identified that we have not fully achieved a high and consistent level of customer care as required by the ten customer care standards listed in our customer charter.</p> <p>As part of the findings of the investigation it was identified that staff feel they have not always been treated politely and with respect during some of the customers visits to the Arbroath ACCESS office.</p> <p>The investigation also considered the undated letter and acknowledged this did not reach the standard of communication we would expect.</p>	<p>Letter issued to customer.</p> <p>Meeting arranged with Senior Manager (Libraries, Customer & Culture) to discuss findings, lessons learnt and training/ support requirements for staff</p>
1371	Other	Not upheld	Libraries – Access	Complainant was concerned about Brechin Library promoting digital resources as this could result in the closure of the library and an end to people being able to borrow physical books.	As the complainant did not speak to staff it is difficult to determine how we would have changed this. Had they spoken to staff we hope that our staff would have been able to explain why we offer digital resources and have been doing so for many years and that at the moment there was no talk of closing Brechin Library.