

CUSTOMER COMPLAINTS – (1 JULY – 30 SEPTEMBER 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
1262	Dissatisfaction with Council policy and £25 charge for garden waste	Not upheld	Corporate Finance	Complaint not upheld as online and telephone payment methods are considered safe and satisfactory. Under the particular circumstances of this case and the fierce refusal to pay by phone or online it was agreed to invoice the customer. This was confirmed by telephone call to customer.	None required, however wider review of garden waste subscription scheme and methods for payment will be undertaken in due course.
1274	Inadequate standard regarding Numerous administrative failings in respect of Council Tax liability	Upheld	Corporate Finance	It is acknowledged that the complainant has been inconvenienced and a full explanation has been provided and apology given. Investigated the issues complainant had raised and why the letters and text from sheriff officers had been issued. Satisfied that the procedures were followed by Angus Council and the issue of the letters was down to a timing/ crossover of receiving the instruction not to pursue. It has been explained to the complainant why it happened and an apology given.	The matter has been raised formally by the service with Sheriff Officers and they have taken steps to prevent future occurrence of such incidents. I am also aware that the service has offered a direct contact to discuss any aspects of your future Council tax liability.

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1165	Dissatisfaction with council policy	Not upheld	Housing, Regulatory and Protective Services	Complainant contacted by email to confirm extension to complaint response deadline. A number of FOI requests have been made and further information is being sent in by the complainant.	
1293	Failure to provide service	Not upheld	Housing, Regulatory and Protective Services	Procedures have been followed by staff and communication has been provided appropriately.	No remedial action required.
1308	Treatment or attitude of a staff member	Not upheld	Housing, Regulatory and Protective Services	Waste being left by neighbours and dog fouling which has been uplifted in line with procedures, dog waste issues being monitored, situation resolved.	Increased monitoring of the area.
1309	Complaint about attitude of housing staff in relation to anti-social behaviour issues of a neighbour	Not upheld	Housing, Regulatory and Protective Services	Officers checked dates of communications, inspections and discussions with other relevant people. All standards and policies have been followed. Unrealistic expectations by neighbouring owners of tenancy conditions.	Not upheld as tenant had taken reasonable steps to comply with tenancy conditions and maintain garden.
1342	Complaint regarding early arrival and departure of bus service from Wellbank Forge into town	Not upheld	Technical and Property Services	The bus ran to the scheduled time so there is no operation issue.	Checked if external email are receiving a response.

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1346	Complaint about service provided regarding a burial at Newmonthill Cemetery	Partially upheld	Housing, Regulatory and Protective Services	Complaint partially upheld, verbal and written apology issued over misunderstandings that had arisen.	Nothing specific, complaint arose as a result of a sequence of events that once investigated appeared to be down to genuine human error rather than any systematic failing.
1189	Inadequate standard regarding recent developments concerning berthing at Arbroath Harbour	Not upheld	Technical and Property Services	Considered documentation, meeting with Interim Service Manager (Roads), completed investigation report.	No remedial action required.
1212	Complaint about a child protection concern in relation to the implementation of school transport and how Angus Council's duties to keep children safe on school transport are being addressed	Not upheld	Technical and Property Services	Thorough investigation took place with consultation and meetings with the school, transport team and children protection team all involved.	Head of Service to review aspects of transport arrangements, specifically:- <ul style="list-style-type: none"> • The use of lap seatbelts; • Children sitting in front seats; • Physical contact with children and young people.
1284	Complaint about a mini-roundabout at Gardyne Street, Friockheim Village	Not upheld	Technical and Property Services	Request that compensation also be considered.	