

CUSTOMER COMPLAINTS – (1 APRIL – 30 JUNE 2018)

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
1566	Treatment or attitude of a member of staff	Not upheld	Place – Housing	Complaint about placing on a housing waiting list and attitude of member of staff dealing with it.	No action can be taken other than to increase housing stock to meet the demand from the list as officers can only advise on stock availability and turnover and do this to the best of their ability.
1427	Inadequate standard in connection with Council Tax database	Not upheld	Place – Housing, Regulatory and Protective Services	Customer contacted by phone to enable investigation. Messages left but no call back. Also wrote to customer asking complainant to contact office if still wishing to progress the complaint but no further contact so investigation at and end.	Customer has effectively dropped the complaint.
1531	Complaint about a sub-standard property and how it is affecting child's health	Not upheld	Place – Housing, Regulatory and Protective Services	Windows in property needing replaced as part of a planned maintenance contract. The wait for this has caused upset to the tenant.	Hoped that the planned replacement programme for the windows can be brought forward as soon as possible and to prioritise the block in which the tenant lives so that she can feel the benefit as soon as possible.
1533	Complaint about anti-social behaviour with neighbour	Not upheld	Place – Housing, Regulatory and Protective Services	History of enquiries and actions. Visits by officers investigated. Records of anti-social behaviour incident sheets and housing options discussion notes checked. Officers have visited the customer and following policy and procedure, asked for evidence and corroboration of alleged behaviours, it was found that the customer has been reluctant to provide this.	Officers have discussed the position with the customer and customer has agreed to provide more evidence so officers can take appropriate actions. Officers have also suggested to the customer of widening their choices in their housing application.

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1550	Complaint against officers and their departments re planning application	Not upheld	Place – Housing, Regulatory and Protective Services	Complaint investigated and officers spoken to who were named by the complainant who have dealt with noise complaints and who are dealing with the current planning application. All documentation reviewed on the council's document management system and public access system as well as council policy, the Scheme of Delegation and relevant legislation.	None identified.
1562	Complaint about housing issues	Upheld	Place – Housing, Regulatory and Protective Services	Complaint was about standard of repair carried out and not being completed first time.	The repairs have now been completed to a reasonable standard.
1594	Complaint about condition of home and no response from officer	Not upheld	Place – Housing, Regulatory and Protective Services	Customer complained that no response had been received to complaint lodged in December 2017 and then subsequently no response given when same query raised with an elected member. Evidence produced which showed response had been issued immediately and acknowledged by complainant. Evidence also showed that responses had been sent to elected member. Complaint taking longer given lack of availability of suitable housing and householder has been made aware of this and kept up to date.	No further action required.

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1585	Dissatisfaction with council policy	Not upheld	Place – Legal and Democratic Services	Council adhered to policy for succession of a lair in the event of the death of the registered owner. Letter sent confirming complaint not upheld.	None required.
1567	Complaint about pothole damage/claim	Not upheld	Place – Technical and Property Services	No remedial action required.	Lessons learned would be to address the complaint earlier.