

CUSTOMER COMPLAINTS – (1 APRIL – 30 JUNE 2018)

CHIEF EXECUTIVE – STRATEGIC POLICY, TRANSFORMATION AND PUBLIC SECTOR REFORM

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
1534	Complaint against council for handling claims for damages caused by potholes on its roads	Not upheld	Chief Executive – Strategic Policy, Transformation and Public Sector Reform	<p>Reviewed correspondence on this matter to and from the council with caller and spoke with Roads Asset Manager and Senior Risk Officer.</p> <p>Caller not contacted as issues clear and desired outcome if resolution of Stage 2 in order to allow referral to SPSO.</p>	Responses to correspondence on this matter have been consistent and fair. No lessons are therefore to be learned other than continuing with this good practice.
1552	Complaint against the Chief Executive	Not upheld	Chief Executive – Strategic Policy, Transformation and Public Sector Reform	Investigated circumstances around responses to complainant and discussed with Chief Executive.	Response sent to complainer advising that conduct was not inappropriate and reminding him again to refer to SPSO if unhappy.