

Vibrant Communities

	Complaint Detail	Findings	Upheld/Not Upheld/ Partially Upheld
1.	Issues with contractors misusing garden	Failed to meet customer expectations – apology offered	Partially Upheld
2.	Misunderstanding of council policies	Council not at fault	Not Upheld
3.	Issue with noise and mess from seagulls in Montrose	No duty on the council to remove the nests	Not Upheld
4.	No refund received for pest control	Council not at fault	Not Upheld
5.	Persistent dog barking day and night with dog sounding distressed at times	Communication failure	Partially Upheld
6.	Removal of plants at graveside	Failed to meet customer expectations	Not Upheld
7.	No reply to an online enquiry submitted 4 months ago about responsibility over an area of land	A delay in responding to enquiry and apology offered	Upheld
8.	Fence at Sandy Sensation, Carnoustie	No further training or adjustments to working practices is required	Not Upheld
9.	Overhanging trees into property	Communication failure and apology offered	Partially Upheld
10.	Communication failure at Recycling Centre	Failed to meet customer expectations	Partially Upheld
11.	Bin left in a hazardous area	Failed to meet customer expectations	Upheld
12.	Request for additional recycling bin refused and no facility on the website to request an additional bin	Communication failure	Upheld
13.	Opening hours of public toilets	Communication failure	Not Upheld
14.	Bin lorry speeding	Failing to meet customer expectations	Upheld
15.	Inadequate service provided at Recycling Centre	Failing to meet customer expectations, communication failure, treatment or attitude of a member and failure to provide a service	Upheld

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16.	Green bin waste – weight limit	No change no finding	Not Upheld
17.	Household and commercial customers - recycling	Misunderstanding of council policy	Not Upheld
18.	Paid for the bulk items uplift service but no-one came to collect them	Failure to provide a service	Upheld
19.	Dangerous bin lorry driving in built up area	Failure to meet customer expectations	Upheld
20.	Treatment and attitude of staff member	Failure to meet customer expectations	Upheld
21.	Disagreement with Council policy on bulk item charging	Failure to meet customer expectations	Not Upheld
22.	Seagulls	Dissatisfaction with Council policy	Not Upheld
23.	Seagulls	Dissatisfaction with Council policy	Not Upheld
24.	Failure to respond regarding bidding system	Failure to meet customer expectations	Partially Upheld
25.	Property maintenance and delay in responding	Failure to meet customer expectations	Upheld
26.	Housing repairs	Failure to meet customer expectations	Not Upheld
27.	Property maintenance delay	Failure to meet customer expectations	Upheld
28.	Maintenance of trees	Failure to meet customer expectations	Upheld
29.	Property maintenance	Failure to meet customer expectations	Partially Upheld
30.	Property maintenance	Failure to meet customer expectations	Partially Upheld
31.	Property maintenance – delay in responding to enquiries and request	Failure to meet customer expectations	Partially Upheld
32.	Property maintenance (Parks)	Service improvement required	Partially Upheld
33.	Communication issues	Failure to provide service	Partially Upheld

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34.	Housing – decorating grant	Communication failure	Partially Upheld
35.	Void property – overgrown garden	Failing to meet customer expectations	Partially Upheld
36.	Failure to remove tree from property	Council not at fault	Not Upheld
37.	Housing – failure to respond	Communication failure	Upheld
38.	Property repair	Failure to meet customer expectations	Upheld
39.	Housing – Property Maintenance	Communication Failure	Upheld
40.	Choice Based Letting	Service request	Upheld
41.	Housing – delay in repairs	Communication Failure	Upheld
42.	Travellers	Dissatisfaction with Council policy	Not Upheld
43.	Development Standards Committee – comments by Elected Members	Not a corporate complaint	Not Upheld