

Scrutiny & Audit Committee – Appendix 1

1 January – 31 March 2023

Vibrant Communities

	Service	Status	Comments inc. Nature of Complaint, lessons learned etc.
1.	Housing – Forfar/Kirriemuir	Partially Upheld	Failing to meet customer expectations, Failure to provide a service
2.	Housing – Forfar/Kirriemuir	Upheld	Failing to meet customer expectations
3.	Housing – Forfar/Kirriemuir	Partially Upheld	Communication Failure
4.	Housing – Forfar/Kirriemuir	Upheld	Service Improvement required, communication failure, failure to provide service
5.	Housing – Forfar/Kirriemuir	Upheld	Service Request/comment
6.	Housing – Forfar/Kirriemuir	Partially Upheld	Communication failure
7.	Housing – Forfar/Kirriemuir	Partially Upheld	Failure to meet customer expectations.
8.	Housing – Brechin/Montrose	Not Upheld	Failure to meet customer expectations
9.	Housing – Brechin/Montrose	Upheld	Unacceptable standard of property maintenance/upgrade – undergone staff training for this work
10.	Housing – Brechin/Montrose	Partially Upheld	Lack of support provided to the customer
11.	Housing – Brechin/Montrose	Not Upheld	Communication failure
12.	Housing – Brechin/Montrose	Partially Upheld	Lack of support provided to the customer
13.	Housing – Brechin/Montrose	Upheld	Service improvement required
14.	Housing – Brechin/Montrose	Partially Upheld	Failing to meet customer expectations
15.	Housing – Arbroath, Carnoustie, Monifieth	Partially Upheld	Communication failure
16.	Housing – Arbroath, Carnoustie, Monifieth	Not Upheld	Communication failure
17.	Housing – Arbroath, Carnoustie, Monifieth	Upheld	Failure to provide a service from a third party
18.	Housing – Arbroath, Carnoustie, Monifieth	Not Upheld	Failing to meet customer expectations
19.	Housing – Arbroath, Carnoustie, Monifieth	Partially Upheld	Resolved and it brought to the attention of the HO
20.	Housing – Arbroath, Carnoustie, Monifieth	Partially Upheld	Communication failure
21.	Housing Investigations	Partially Upheld	Communication failure
22.	Housing – Non Locality	Partially Upheld	
23.	Planning and Communities	Partially Upheld	Communication failure due in part to limited staff resources
24.	Planning and Communities	Upheld	Communication failure – delay in responding to customer partly as a consequence of staff resource issues
25.	Environmental Health	Not Upheld	Service Improvement required – Communication failure
26.	Environmental Health	Partially Upheld	Service improvement required – communication failure

Infrastructure & Environment

	Service	Status	Comments inc. Nature of Complaint, lessons learned etc.
27.	Waste	Partially upheld	Resolved
28.	Waste	Upheld	Failing to meet customer expectations. Treatment or attitude of member of staff
29.	Roads	Not upheld	Council not a fault so no lessons learnt
30.	Waste	Upheld	Service improvement required
31.	Waste	Not upheld	Misunderstanding of Council policies
32.	Waste	Not upheld	Failing to meet customer expectations – no lessons learned
33.	Waste	Not upheld	No Service Improvement Required
34.	Waste	Partially upheld	Failing to meet customer expectations, Communication failure, Misunderstanding of Council policies, Repeat Complaint
35.	Roads	Upheld	Communication failure
36.	Roads	Upheld	Failing to meet customer expectations
37.	Waste	Partially upheld	Failing to meet customer expectations. Treatment or attitude of a member of staff
38.	Roads	Partially upheld	Failing to meet customer expectations
39.	Roads	Partially upheld	Failing to meet customer expectations
40.	Waste	Partially upheld	Failing to meet customer expectations
41.	Assets	Not upheld	No Service Improvement Required
42.	Roads	Not upheld	No Service Improvement Required
43.	Waste	Not upheld	No address or information provided
44.	Waste	Upheld	Communication failure
45.	Waste	Upheld	Failing to meet customer expectations, communication failure. Treatment or attitude of a member of staff
46.	Roads	Partially upheld	Communication failure
47.	Waste	Upheld	Resolved
48.	Waste	Partially upheld	Failing to meet customer expectations
49.	Waste	Not upheld	No address or information provided
50.	Waste	Upheld	Failing to meet customer expectations
51.	Assets	Not upheld	No Service Improvement Required
52.	Waste	Upheld	Resolved
53.	Waste	Partially upheld	Resolved

Legal & Democratic

	Service	Status	Comments inc. Nature of Complaint, lessons learned etc.
54.	Licensing	Not upheld	No Service Improvement Required
55.	Licensing	Upheld	Failure to provide a service
56.	Licensing	Not upheld	Council not at fault so no lessons learnt

Children, Families & Justice

	Service	Status	Comments inc. Nature of Complaint, lessons learned etc.
57.	Forfar/Kirriemuir Locality	Not upheld	No Service Improvement Required
58.	Arbroath Locality Team	Not upheld	No Service Improvement Required
59.	Enhance	Upheld	Failing to meet customer expectations
60.	Forfar/Kirriemuir Locality	Upheld	Treatment or attitude of a staff member
61.	Justice Services	Upheld	Service Improvement required
62.	Residential	Partially upheld	Service Improvement required
63.	Arbroath Locality	Upheld	Service Improvement required
64.	Forfar/Kirriemuir Locality 15 march	Partially upheld	Communication Failure
65.	Investigations	Partially upheld	Misunderstanding of Council policies
66.	Forfar/Kirriemuir Locality	Not upheld	Failing to meet customer expectations
67.	Forfar/Kirriemuir Localities	Upheld	Failing to meet customer expectations, Failure to provide a service
68.	Forfar/Kirriemuir Locality	Not upheld	Misunderstanding of Council policies

Angus Health & Social Care Partnership

	Service	Status	Comments - Lessons Learned
69.	AHSCP- Care at Home	Upheld	Treatment or attitude of a member of staff.
70.	AHSCP – Confidential	Not upheld	Service Improvement Required
71.	AHSCP – Information Governance	Not Upheld	No Service Improvement Required
72.	AHSCP – Care at Home	Not upheld	No Service Improvement Required

Schools and Learning

	Service	Status	Comments – Lessons Learned
73.	Schools and Learning	Not upheld	No Service Improvement Required
74.	Schools and Learning	Not upheld	Resolved
75.	Schools and Learning	Upheld	Failing to meet customer expectations
76.	Schools and Learning	Not upheld	Resolved
77.	Schools and Learning	Partially upheld	Resolved
78.	Schools and Learning	Not upheld	Resolved