

1 April – 30 June 2023

## Vibrant Communities

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
1	Housing – Forfar/Kirriemuir	Partially Upheld	Failing to meet customer expectations, Communication failure, Lack of support provided to the customer
2	Housing – Forfar/Kirriemuir	Partially upheld	Communication failure, Lack of support provided to the customer
3	Housing – Brechin/Montrose	Partially Upheld	Communication failure - further investigation required in to where/how customer has made contact, and how we could have improved our response
4	Housing – Brechin/Montrose	Not upheld	Failing to meet customer expectations
5	Housing – Brechin/Montrose	Partially upheld	Communication failure - Measures have been put in place to ensure this does not happen again
6	Housing – Brechin/Montrose	Partially upheld	Service improvement required - swifter action to carry out complex repairs and keep customer updated
7	Housing – Brechin/Montrose	Not upheld	Repeat Complaint
8	Housing – Brechin/Montrose	Upheld	Communication failure - acknowledged and agreed how this can be improved moving forward, apology offered to customer
9	Housing – Brechin/Montrose	Not upheld	Failing to meet customer expectations
10	Housing – Brechin/Montrose	Upheld	Unacceptable standard of property maintenance/upgrades
11	Housing – Arbroath, Carnoustie, Monifieth	Not upheld	Failing to meet customer expectations
12	Housing – Arbroath, Carnoustie, Monifieth	Not upheld	Council not at fault so no lessons learned
13	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Failing to meet customer expectations
14	Housing – Arbroath, Carnoustie, Monifieth	Partially upheld	Failing to meet customer expectations
15	Housing – Arbroath, Carnoustie, Monifieth	Not Upheld	Communication failure
16	Housing – Non-Locality	Not upheld	Council not at fault so no lessons learned

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
17	Planning and Communities	Upheld	Communication failure - no change to practice but review of similar cases to ensure same issue has not arisen
18	Planning and Communities	Upheld	Communication Failure
19	Planning and Communities	Not upheld	Council not at fault so no lessons learned
20	Environmental Health	Upheld	Failing to meet customer expectations. Communication failure

#### Infrastructure & Environment

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
21	Parks	Upheld	Failing to meet Customer Expectations
22	Waste	Partially upheld	Resolved
23	Waste	Upheld	Service improvement required
24	Parks	Upheld	Resolved
25	Roads	Partially Upheld	Failing to meet customer expectations
26	Waste	Upheld	Failing to meet customer expectations
27	Waste	Not upheld	Misunderstanding of Council policies
28	Roads	Partly upheld	Communications failure
29	Roads	Upheld	Communications failure
30	Roads	Partially upheld	Failing to meet customer expectations
31	Waste	Not upheld	Council not at fault so no lessons learnt
32	Roads	Partially upheld	Communication failure
33	Roads	Partially upheld	Failing to meet customer expectations, Communication failure, Unacceptable standard of property maintenance & Failure to provide a service
34	Waste	Upheld	Service improvement required
35	Parks	Partially upheld	Misunderstanding of Council policies

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
36	Parks	Partially upheld	Failing to meet customer expectations. Misunderstanding of Council policies
37	Waste	Upheld	Service improvement required. Failing to meet customer expectations. Failure to provide a service
38	Parks	Not upheld	Misunderstanding of Council policies
39	Infrastructure and Environmental Services	Not upheld	Council not at fault so no lessons learned
40	Roads	Not upheld	Council not at fault so no lessons learned
41	Community Enforcement	Not upheld	Council not at fault so no lessons learned
42	Community Enforcement	Not upheld	Council not at fault so no lessons learned

#### **Legal & Democratic**

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
43	Licensing	Not upheld	Council not at fault so no lesson learned
44	Licensing	Not upheld	Council not at fault so no lessons learned
45	Licensing	Partially upheld	Misunderstanding of Council Policies

#### **Children, Families & Justice**

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
46	Arbroath Locality Team	Partially upheld	Failing to meet customer expectations
47	Localities Arbroath Team 2	Not upheld	Council not at fault so no lessons learned
48	Forfar/Kirriemuir Locality	Not upheld	Council not at fault so no lessons learned
49	Investigation	Not upheld	Misunderstanding of Council policies
50	Arbroath Locality	Partially Upheld	Service Improvement required
51	Arbroath Locality	Not upheld	Misunderstanding of Council policies
52	Child Protection	Upheld	Service improvement required

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
53	Investigations	Partially upheld	Service improvement required
54	Child Protection	Not upheld	Council not at fault so no lessons learned
55	Forfar/Kirriemuir Localities	Upheld	Service improvement required
56	Child Protection	Upheld	Resolved
57	Children with Disabilities	Partially Upheld	Resolved
58	Arbroath Locality	Partially upheld	Service Improvement required
59	Forfar/Kirriemuir Locality	Not upheld	Resolved
60	Forfar/Kirriemuir Locality	Partially upheld	Communication
61	Forfar/Kirriemuir Locality	Partially Upheld	Service Improvement Required
62	Forfar/Kirriemuir Locality	Not Upheld	Council not at fault so no lessons learned

#### **Angus Health & Social Care Partnership**

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
63	AHSCP- Mental Health	Not upheld	Council not at fault so no lessons learned
64	AHSCP – Older People and OT	Partially Upheld	Failure to provide a service
65	AHSCP – Older People and OT	Upheld	Failure to provide a service
66	AHSCP – Mental Health	Partially Upheld	Service Improvement Required

#### **Education and Lifelong Learning**

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
67	Education and Lifelong Learning	Upheld	Resolved
68	Education and Lifelong Learning	Partially upheld	Communication failure
69	Education and Lifelong Learning - ASN	Not upheld	Council not at fault so no lessons learnt
70	Education and Lifelong Learning - ASN	Partially upheld	Service improvement required

**Finance**

			<b>Comments inc. Nature of Complaint and Lessons Learned</b>
71	Revs & Benefits	Partially Upheld	Communication Failure
72	Revs & Benefits	Upheld	Resolved