

SUMMARY OF COMPLAINTS LOG

PERIOD: July to September 2012

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Access to Services		0	
Business Improvement	1. Final Notice for Trade Waste.	1	1. Investigated and letter of apology & explanation sent to customer.
Community Services	1. He is not happy regarding the way his Council Tax/Business Rates and Trade Waste accounts have been dealt with.	1	1. Investigation taken place and relevant personnel have been spoken to.
Revenues & benefits	1. Delay in assessing Benefits claim. 2. Dissatisfied with Council Tax Reminder 3. Dissatisfied with action taken for Council Tax debt. 4. Dissatisfied with receiving Council Tax Letter 5. Delay in assessing Benefits claim.	5	1. Letter of apology and explanation sent to customer. action. 2. Letter of apology and explanation sent to customer. 3. Letter of explanation sent to customer. 4. Letter of apology and explanation sent to customer. 5. Letter of explanation and apology sent to customer and claim assessed.

Managing Development	1. Behaviour of staff	1	1. Investigated and customer notified of outcome in writing.
Planning		0	
Forward Planning		0	
Environmental Health	<p>1. Offended by officer's questions during an investigation of a complaint.</p> <p>2. Inadequate action taken by officers.</p> <p>3. Conduct of staff member.</p>	3	<p>1. Complaint investigated and letter of apology and explanation sent to customer.</p> <p>2. Complaint investigated and letter of explanation sent to customer.</p> <p>3. Complaint investigated and letter of explanation and apology sent to complainant.</p>
Housing Services		0	
Facilities	1. Unprofessional staff member.	1	1. Investigated and letter of explanation sent to Customer.
ICT Services		0	
Legal		0	
Streetscene Services	1. Recycling not emptied.	1	1. Recycling emptied.
Finance		0	

TOTAL		13	
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