

## SUMMARY OF COMPLAINTS LOG

PERIOD: October – December 2012

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Revenues & Benefits	<ol style="list-style-type: none"> <li>1. Dis satisfaction with Council Tax banding.</li> <li>2. Dis satisfaction with Council Tax demand.</li> <li>3. Dis satisfaction with Housing/Council Tax benefit claim.</li> <li>4. Dis satisfaction with wording on Council Tax letter.</li> </ol>	4	<ol style="list-style-type: none"> <li>1. Letter of explanation &amp; apology sent to customer.</li> <li>2. Letter of apology and explanation sent to customer.</li> <li>3. Letter of apology and explanation sent to customer.</li> <li>4. Letter of apology and explanation sent to customer.</li> </ol>
Managing Development		0	
Community Services		0	
Business Improvement	<ol style="list-style-type: none"> <li>1. Dis satisfaction with Polling station arrangements.</li> <li>2. Dis satisfaction with staff unable to find elector on register quickly.</li> </ol>	2	<ol style="list-style-type: none"> <li>1. Letter of apology &amp; explanation sent to customer.</li> <li>2. Letter of explanation sent to customer.</li> </ol>
Access to Services		0	
Facilities & Emergency Planning		0	

Planning	<ol style="list-style-type: none"> <li>1. Dis satisfaction with lack or response to emails.</li> <li>2. Dis satisfaction with lack of response to letters.</li> </ol>	2	<ol style="list-style-type: none"> <li>1. Letter of apology and explanation sent to customer</li> <li>2. Letter of apology and explanation sent to customer.</li> </ol>
Finance		0	
Health & Environment	<ol style="list-style-type: none"> <li>1. Dis satisfaction with premises licence review.</li> </ol>	2	<ol style="list-style-type: none"> <li>1. Letter of explanation sent.</li> </ol>
Housing Services		0	
ICT Services		0	
Legal		0	
Streetscene Services	<ol style="list-style-type: none"> <li>1. Dis satisfaction with car parking charges.</li> <li>2. Dis satisfaction with recycling collection.</li> <li>3. Dis satisfaction with recycling collection.</li> <li>4. Dis satisfaction with refuse collection during flooding.</li> <li>5. Dis satisfaction with refuse collection due to bad weather.</li> </ol>	5	<ol style="list-style-type: none"> <li>1. Letter of explanation sent to customer.</li> <li>2. Letter of apology and explanation sent to customer.</li> <li>3. Letter of apology sent to customer and recycling collected.</li> <li>4. Letter of apology and explanation sent to customer.</li> <li>5. Letter of apology and explanation sent to customer.</li> </ol>
<b>TOTAL</b>		<b>14</b>	