

SUMMARY OF COMPLAINTS LOG

PERIOD: January – March 2013

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Access to Services	1. Dis satisfaction with Credit card charging via the website.	1	1. Letter of thanks sent to complainant and problem investigated and resolved.
Business Improvement		0	
Revenues & Benefits	2. Dis satisfied with being referred to bailiff for non payment of Council Tax. 3. Delay in processing Housing benefit claim. 4. Dis satisfied with the number of Housing Benefit letters received.	3	2. Letter of explanation sent to complainant. 3. Letter of explanation and apology sent to complainant. 4. Letter of explanation and apology sent to complainant.
Community Services		0	
Managing Development		0	
Economic & Community		0	

Facilities & Emergency Planning		0	
Planning	<p>5. In accurate information regarding planning consent requirements.</p> <p>6. Planning process.</p> <p>7. Poor response to communications.</p> <p>8. Planning process.</p> <p>9. Planning process.</p>	5	<p>5. Letter of explanation sent to complainant.</p> <p>6. Letter of explanation sent to complainant.</p> <p>7. Letter of apology sent to complainant.</p> <p>8. Letter of explanation sent to complainant.</p> <p>9. Letter of explanation sent to complainant.</p>
Forward Planning		0	
Health & Environment		0	
Housing Services		0	
ICT Services	10. Dis satisfied with website.	1	10. Letter of thanks and action taken sent to complainant.
Legal		0	
Streetscene Services	<p>11. Dis satisfied with Garden waste collection.</p> <p>12. Dis satisfied with behaviour of operatives.</p>	2	<p>11. Letter of explanation sent to customer outlining winter collection arrangements.</p> <p>12. Telephone to complainant confirmed mis understanding.</p>

CMT	13. Dis satisfied with Chief Executives lack of leadership.	1	13. Letter of explanation sent to complainant.
TOTAL		13	