

SUMMARY OF COMPLAINTS LOG

PERIOD: April – June 2011

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	<ol style="list-style-type: none"> 1. Behaviour of staff member. 2. Time taken to process Benefit application. 3. Time taken to process Benefit application. 	3	<ol style="list-style-type: none"> 1. Staff member spoken to & informal process started. Letter of apology sent to customer. 2. Letter of explanation regarding new system and impact on processing with apology sent to customer. 3. Letter of explanation regarding new system and impact on processing with apology sent to customer.
Democratic Services		0	
Development Services	<ol style="list-style-type: none"> 1. Inability to view plans for planning application. 2. Discharging of conditions on 2 applications. 3. Outcome of historical search. 	3	<ol style="list-style-type: none"> 1. Letter of explanation sent to customer. 2. Letter of explanation sent to customer. 3. Letter of explanation sent to customer
Economic & Community	<ol style="list-style-type: none"> 1. Accommodation providers were not informed of new system of been on TIC accommodation list. 	1	<ol style="list-style-type: none"> 1. Letter of explanation and apology sent to customer.

Facilities & Emergency Planning		0	
Finance & Revenue Services	<ol style="list-style-type: none"> 1. Deduction of direct debit a day early for council tax. 2. Deduction of direct debit a day early for council tax. 3. Referral to bailiffs for Council tax and actions of bailiffs. 	3	<ol style="list-style-type: none"> 1. Verbal and written apology. Compensation payment made for bank charges incurred. 2. A written apology sent to customer with offer of compensation for any charges incurred. 3. Letter of explanation and actions sent to customer.
Forward Planning		0	
Health & Environment		0	
Housing Services	<ol style="list-style-type: none"> 1. Alleged "Breach of Confidentiality". 2. Behaviour of staff. 	2	<ol style="list-style-type: none"> 1. Investigation undertaken and letter of explanation sent to customer. 2. Investigation and letter of explanation sent to customer.
Human Resources		0	
ICT Services		0	
Legal		0	

Streetscene Services	<ol style="list-style-type: none"> 1. Complaint re behaviour of waste collector regarding contaminated bin. 2. Complaint re behaviour of licensed taxi driver. 3. Rubbish in hedgerow. 4. Car park charges. 	4	<ol style="list-style-type: none"> 1. Customer contacted and apology provided with reminder on recycling policy. 2. Investigation took place and driver issued with warning and email letter of apology sent to customer. 3. Letter of explanation sent to customer. 4. Letter of explanation sent to customer.
Transformation		0	
TOTAL			