

SUMMARY OF COMPLAINTS LOG

PERIOD: October – December

SERVICE UNIT	SUMMARY OF COMPLAINT	NO SETTLED WITHIN DEADLINE	RESULTANT SERVICE IMPROVEMENTS / ACTION TAKEN
Customer Services & Benefits	<ol style="list-style-type: none"> 1. Dissatisfaction with the recovery of overpayment of Housing Benefit and Council Tax. 2. Dissatisfaction with attitude of staff member. 3. Dissatisfaction with attitude of staff member. 	3	<ol style="list-style-type: none"> 1. Letter of explanation sent to customer. 2. Letter of apology sent to customer and issued addressed with staff member. 3. Letter of apology sent to customer and issued addressed with staff member.
Democratic Services		0	
Development Services	<ol style="list-style-type: none"> 1. Concerns raised over views of parish council on planning applications. 	1	<ol style="list-style-type: none"> 1. Applications reviewed back to 2006
Economic & Community		0	
Facilities & Emergency Planning		0	
Finance & Revenue Services	<ol style="list-style-type: none"> 1. Dissatisfaction with the legality of a Council Tax charge. 	1	<ol style="list-style-type: none"> 1. Letter of explanation sent to customer.

Forward Planning		0	
Health & Environment		0	
Housing Services		0	
Human Resources		0	
ICT Services		0	
Legal		0	
Streetscene Services	<ol style="list-style-type: none"> 1. Placement of wheelie bins following collection. 2. Dissatisfaction as no response to request for removal of windows. 3. Dissatisfaction with excessive excess parking charge. 4. Dissatisfaction with excessive excess parking charge. 5. Placement of wheelie bins following collection. 6. Dissatisfaction with excessive excess parking charge payment method. 	3	<ol style="list-style-type: none"> 1. Letter of apology sent to customer and reminder to crew. 2. Letter of apology to customer detailing cost of collection. 3. Letter sent to customer explaining charges and outlining policy and legislation. 4. Letter sent to customer explaining charges and outlining policy and legislation. 5. Apology to customer by telephone and reminder to crew. 6. Letter sent to customer explaining charges and outlining policy and legislation.

Transformation		0	
TOTAL		8	