

Appendix 1

Stage 1 Complaint – Regeneration and Planning

A complaint was received regarding the service offered by the Council in respect of knotweed treatment. Last year a procedure was adopted where the Council has offered a three year programme for which a resident would pay £150.00 after the first year's treatment had been carried out. The reason for non-treatment was that payment had not been received as the resident had opted for one years' treatment. The resident was contacted and the options discussed resulting in the resident deciding to pay for another two years treatment. The complaint was not upheld.

Stage 1 complaint – Community and Leisure Services

A complaint was received as a resident had received an email concerning a football camp flyer which had been sent in English only. The flyer had been produced in both English and Welsh but unfortunately due to an administrative error the Welsh version was not distributed. An apology was given in respect of the error and a bilingual flyer was also provided. In addition staff were reminded to check all necessary correspondence is bilingual before sending out. The complaint was upheld.

Stage 2 complaints – Housing

The housing department was contacted by a concerned family member in relation to electrical rewiring works being carried out at a designated older person's accommodation. It was brought to officer's attention that the location of the consumer unit was not accessible for the tenant and could, therefore, remove some level of independence for the tenant and possibly raise some safety issues. The situation was reviewed and the consumer unit was relocated to an accessible position. It was also agreed that this situation would be taken into consideration in all subsequent rewires in this type of property. The complaint was upheld.

The housing department was contacted by a tenant who had received a recharge for a missed appointment. The investigation revealed that an attempt had been made to contact the tenant by telephone to arrange the appointment but as there was no answer a letter was hand delivered giving an appointment in 2 days' time. The tenant subsequently missed the appointment claiming they had not had sufficient notice to make themselves available or rearrange the appointment. The complaint was upheld and working practices amended so that any appointments arranged in writing would give at least 7 days' notice.