



AUDIT COMMITTEE – 24TH JULY 2018

SUBJECT: ANNUAL REVIEW OF COMPLAINTS RECEIVED UNDER THE COUNCIL'S CORPORATE COMPLAINTS POLICY 1ST APRIL 2017 TO 31ST MARCH 2018

REPORT BY: INTERIM MONITORING OFFICER

1. PURPOSE OF REPORT

- 1.1 To provide Members with an overview of the corporate complaints received for the year 1st April 2017 to 31st March 2018.
- 1.2 To advise Members whether any trends were identified during this period and if so the action to be taken.
- 1.3 To provide Members with an overview of the lessons learned in respect of the complaints which have been upheld or partially upheld.

2. SUMMARY

- 2.1 To provide members with a review of the corporate complaints received during the year 1st April 2017 to 31st March 2018.
- 2.2 Complaints are one of the ways in which, the Council gains information on the level of satisfaction or dissatisfaction of the services provided corporately by the Council. The result of the monitoring enables each department to focus on areas of concern, to improve services and to monitor performance and ensure that any trends in issues raised are identified and dealt with so as to be avoided in the future.
- 2.3 The implementation of the Corporate Complaints Policy ensures that corporate complaints are dealt with consistently and fairly across all service areas.

3. LINKS TO STRATEGY

- 3.1 Monitoring of the Council's corporate complaints and successful resolution of those complaints contributes to the following Well-Being goals within the Well-being of Future Generations Act (Wales) 2015 as it supports the provision of higher quality and more effective services to the public across all service areas. In addition monitoring provides information on the level of satisfaction of the services provided corporately by the Council. The result of the monitoring enables each department to focus on areas of concern, to improve services and to monitor performance, ensure that any trends or issues raised are identified and dealt with so as to be avoided in the future and to ensure that corporate complaints are dealt with consistently and fairly across all service areas:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities

- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

4. THE REPORT

4.1 On 1st April 2013, the Council implemented a Corporate Complaints Policy (referred to as the Policy in this report) in order to reflect the model policy introduced by the Welsh Government, which has been subsequently updated and is available on the Council's Website.

4.2 The Policy defines a complaint as "an expression of dissatisfaction or concern which requires a response" which may be:

- Either written or spoken,
- Made by one or more members of the public,
- About the Council's action or lack of action or about the standard of service provided,
- About the Council itself, a person acting on its behalf or a public service provider partnership.

Members are aware that the Policy does not apply to Service Requests.

4.3 The Policy introduced a two-stage complaints process to be followed within the Council. Stage 1 complaints should be dealt with within 10 working days and Stage 2 within 20 working days. If a complainant remains dissatisfied with the outcome of a Stage 2 response, he/she will have the opportunity to refer the matter to the Public Services Ombudsman for Wales.

4.4 The individual service areas are responsible for ownership of the conduct of the complaint process and investigate complaints at both stage 1 and 2, with the Stage 2 response being dealt with by the Head of Service or nominated representative. In addition where complaints relate to more than one directorate these are responded to by the Head of Legal Services and Monitoring Officer or the Corporate Solicitor.

4.5 Officers have established a Learning from Complaints Group (referred to throughout this report as "the Group"), which is chaired by the Monitoring Officer (or nominated representative), and includes Complaints Officers from across the Council, the Council's Senior Policy Officer (Equalities and Welsh Language) and a representative from the Council's Performance Management Unit and Audit Services. The Group meets quarterly.

4.6 In addition, representatives from the Group attend the All Wales Complaints Group meetings which are held twice per year to share experience and learn from other Councils.

4.7 Complaints provide valuable feedback and are viewed as a positive opportunity to learn from experiences, which are in turn used to improve our services, strengthen relationships with customers and prevent similar problems which lead to the complaint from arising again. Some of the actions taken in response to complaints may seem to be of a minor nature however they can often make a big difference for example to the provision of a service. Members are asked to note the information contained in paragraph 4.12.1 and Appendix 2.

4.8 The information in relation to corporate complaints is reported on a six monthly basis to Audit Committee. In addition this Committee received the first Annual Report in 2015. This is the fourth Annual Report; it includes comparative data against the data reported for the year 2016/17.

4.9 Review of Corporate Complaints

4.9.1 The data included in the Report relates to the complaints formally logged as corporate complaints received from 1st April 2017 to 31st March 2018. It includes comparative data for the year 2016/17 for each Directorate referred to, and an overview of the response timescales. The data also includes the outcome of each complaint; namely whether a complaint has been upheld, not upheld or partially upheld. An overview of the outcomes in respect of Stage 1 complaints are set out in paragraph 4.9.6 and an overview of the outcomes in respect of Stage 2 Complaints are set out in paragraph 4.9.15 of the Report.

- 4.9.2 Members are asked to note that this report includes details of formally logged corporate complaints only and does not include detail of interactions with customers which are deemed to be service requests. In addition Members will note that the number of complaints considered by Education and Social Services are considerably less than those relating to services delivered by the Environment and Housing. Both of these areas operate separate complaints processes; Social Services operate a separate complaints policy for service users and within Education the respective schools deal with their own complaints. Members have received separate reports on both issues in the past. In addition cross directorate complaints are dealt with under Stage 2 of the Corporate Complaints policy.
- 4.9.3 The total number of corporate complaints received across the Authority was 155; this is a notable decrease on last years' total of 199; 127 complaints were dealt with at Stage 1 and 66 at Stage 2 with 38 escalating from a Stage 1 to a Stage 2; 4 in Corporate Services, 15 in Housing, 18 in the Environment and 1 in Social Services
- 4.9.4 A breakdown of the Stage 1 corporate complaints by reference to service area, together with comparative data from last year is set out below.

Stage 1 Corporate Complaints		16/17 Actual	17/18 Actual
Corporate Services		19	14
Education		4	3
Environment		68	54
Housing		70	45
Social Services		0	11
		161	127

- 4.9.5 It should be noted that the number of complaints per service does not necessarily provide a direct correlation with the standard of customer service provided and that these results should not be treated in isolation. Each of these services are heavily influenced by the type of business transacted by that service, for example the number of customer facing transactions carried out, the public profile of the actions carried out by that service and whether the customer has alternative formal routes for redress or appeal.

Outcomes of Stage 1 complaints

- 4.9.6 Of the 127 Stage 1 complaints responded to, 21 have been upheld, 87 were not upheld and 18 have been partially upheld and 1 did not proceed. The breakdown by service area is listed below together with the comparative data for the year 2016/17.

Year	16/17 Upheld	17/18 Upheld	16/17 Not Upheld	17/18 Not Upheld	16/17 Partially Upheld	17/18 Partially Upheld	16/17 Did Not Proceed	17/18 Did Not Proceed
Corporate Services	3	6	7	7	8	1	1	0
Education	1	0	3	3	0	0	0	0
Environment	14	14	35	32	19	8	0	0
Housing	10	1	43	36	15	7	2	1
Social Services	0	0	0	9	0	2	0	0
	<u>28</u>	<u>21</u>	<u>88</u>	<u>87</u>	<u>42</u>	<u>18</u>	<u>3</u>	<u>1</u>

- 4.9.7 The overall number of complaints dealt with at stage 1 this year when compared to 2016/17 has reduced by approximately 20%. (127 this year compared to 161 last year).
- 4.9.8 The number of Stage 1 complaints upheld has decreased by 7 (21 this year compared to 28 last year); the number of complaints not upheld has remained at a similar level of 87 this year compared to 88 last year). However, the number of complaints partially upheld has substantially decreased by 24 this year (18 compared to 42 last year).

- 4.9.9 From an analysis of the data, this is in the main due to a decrease in the number of Stage 1 complaints dealt with in the Environment Directorate and Housing with 14 less Stage 1 complaints responded to in the Environment Directorate when compared to last year and within Housing the Stage 1 complaints have reduced by 25 from 70 to 45.
- 4.9.10 In relation to Housing, the data gathered by the Complaints Officer has shown that there has been a decrease in the number of stage 1 for WHQS (internal) works from 14 to 3 and response repairs have decreased from 16 to 3. The remaining areas of complaints dealt with by Housing cover a range of areas for example grants, anti-social behaviour, allocations and housing management, which have fluctuated slightly across the board to give an overall reduction of 25. The number of complaints upheld within housing has reduced by 9, while partially upheld complaints have reduced by 8.
- 4.9.11 With regard to the Environment Directorate, the number of complaints upheld has stayed the same, partially upheld complaints have reduced by 11 and complaints not upheld reduced by 3. An analysis of the data does not show a significant change in any particular area and includes a wide cross section of complaints for example trees, allotments, refuse, grass cutting and dog fouling.
- 4.9.12 Members will note that whilst the Stage 1 complaints investigated by Social Services this year have increased by 11, no particular area of concern has been identified. The complaints have been wide ranging and include cleanliness of contact centre, staff attitude, service provision and damage to property.
- 4.9.13 A breakdown of Stage 2 corporate complaints by reference to the service area, together with comparative data is set out below.

Stage 2 Corporate Complaints		16/17 Actual	17/18 Actual
Corporate Services		0	6
Education		1	0
Environment		33	28
Housing		31	24
Social Services		3	1
Other (cross directorate)		<u>10</u>	<u>7</u>
		<u>78</u>	<u>66</u>

- 4.9.14 Members will note the number of complaints dealt with at Stage 2 has decreased by 12 compared to last year, with a slight variation between the Directorates responsible for these complaints. Some areas such as Housing have decreased from 31 to 24 and the Environment Directorate from 33 to 28. In respect of Housing the figures correlate to the decrease in the types of Stage 1 complaints ie WHQS (Internal) and Response Repairs.

Outcomes of Stage 2 Complaints

- 4.9.15 Of the 66 Stage 2 complaints responded to 10 have been upheld, 45 were not upheld and 11 were partially upheld. The breakdown by service area is listed below together with the comparative data for the year 2016/17.

	16/17 Upheld	17/18 Upheld	16/17 Not Upheld	17/18 Not Upheld	16/17 Partially Upheld	17/18 Partially Upheld	16/17 Did Not Proceed	17/18 Did Not Proceed
Corporate Services	0	2	0	4	0	0	0	0
Education	0	0	1	0	0	0	0	0
Environment	4	4	18	20	10	4	0	0
Housing	8	3	15	17	7	4	0	0
Social Services	1	0	1	1	0	0	1	0
Other (cross directorate)	<u>0</u>	<u>1</u>	<u>5</u>	<u>3</u>	<u>5</u>	<u>3</u>	<u>0</u>	<u>0</u>
	<u>13</u>	<u>10</u>	<u>40</u>	<u>45</u>	<u>22</u>	<u>11</u>	<u>1</u>	<u>0</u>

4.9.16 Overall there have been slightly less Stage 2 complaints upheld this year (10 this year compared to 13 last year) but a noticeable decrease in the number of complaints partially upheld (11 this year compared to 22 last year).

4.10 **Ombudsman's Referrals**

4.10.1 Of the 66 Stage 2 complaints responded to 19 were referred to the Public Services Ombudsman for Wales, following receipt of a Stage 2 response. One has been taken into investigation and is ongoing; 2 quick fixes have been agreed, one relating to Communities and Leisure Services and one relating to Social Services. The remaining complaints were not investigated.

4.10.2 In addition Members will recall that the Ombudsman took a complaint into investigation in 2017. Whilst the outcome of the investigation is outside the confines of this report for information Members are advised that a report was presented to the Standards Committee in accordance with the process followed in such cases.

4.11 **Target time for responses**

4.11.1 The data in relation to this indicates that compliance with the response deadlines is now 89.6%, 5.8% down on last years' figure of 95.4% as identified in the graph at Appendix 1. The causes for the delay have been reviewed and have been attributed to a number of reasons such as workload, staff absence, awaiting information, administration error and annual leave. The Group have discussed the data and as a result the complaints officers within the relevant service areas will monitor timescales and remind staff of the requirement to comply with the timescales and where this is not possible to seek agreement from the customer to extend the deadline for providing the response.

4.12 **Review of Trends and Lessons Learned**

4.12.1 The volume of complaints is not always as important as the nature and the content of the complaint. Each complaint can be an opportunity to make small changes or service improvement on a small or greater scale. Sometimes the smallest change can result in the greatest increase in customer satisfaction. Examples of some of the changes made are set out at Appendix 2 which contains an anonymised summary of a sample of upheld/partially upheld complaints across the various service areas. The lessons learnt include the following

- Staff have been reminded to fully check case details held before responding to customers to avoid making incorrect, inconsistent or misleading statements;
- Staff refresher training identified on bankruptcy/DRO matters and their impact of council tax recovery processes;
- Staff have been reminded of the importance of clearly communicating at every stage with council tax payers who require our help and advice.
- When using older contact information, to be rigorous in checking the content is fit for purpose.
- To improve communications with tenants when issues are identified with a contractor.
- When calls are logged give particular importance to the caller needs for example requesting call back to be updated and give more descriptive details of complaint.

4.12.2 A complaint is not only valuable in terms of service improvements but also in terms of public relations and general public perception of and satisfaction with the Authority.

4.12.3 Over the last year officers have considered the data collected on a quarterly basis for each specific service area. Members will note from the above information that the types of complaints received have been wide ranging and also include for example, contact centre administration, refuse collection, council tax, cleanliness of contact centre, allotments, WHQS works, dog fouling, Leisure Centres, Library, overhanging trees, fly tipping, planning processes, housing benefit issues, customer services, parking issues, garage improvement programmes, rights of way, building control, right to buy process, dropped kerb, access arrangements for children, residents parking, leaseholder works, contact centre administration. This is not an exhaustive list but no trends have been identified.

4.12.4 Members will recall at the meeting of the Audit Committee in March 2016 it was agreed that the causes of complaints would be recorded in accordance with the following agreed list. This work has commenced and the data became available for the whole year 2016/17 and as such it has been possible to provide a comparison for members as outlined in Appendix 3.

1. Collaborative Working
2. Decision Making
3. Delay in Service Provision
4. Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)
5. Following Council Policies/relevant Legislation
6. Accessibility of Services
7. Clarity/Accuracy/Timeliness of information
8. Quality of Work
9. Openness/ Fairness and Honesty
10. Compliance with Complaints procedure
11. A combination of categories

This data has been analysed within each directorate and is set out in the table at Appendix 3.

4.12.5 When compared to the categories of complaints dealt with last year, Members will note the largest drop in numbers related to category 3 delay in service provision and affected Housing and Environment and specifically for Housing a reduction in category 8 complaints quality of work which has reduced by 16.

4.13 **Vexatious Complainants Policy**

4.13.1 There have been no referrals under this Policy, however it continues to provide a useful aide in dealing with potential vexatious complainants.

4.14 **Conclusion**

4.14.1 An important part of dealing with and resolving complaints are the lessons learned and ensuring that the actions identified are implemented moving forward. There is also a reputational risk for the Authority should the Public Services Ombudsman identify circumstances where complaints are not dealt with in accordance with the Complaints Policy. Whilst there is no clear reason for the reduction in the complaint numbers, all Directorates have a practical awareness of the complaints policy and that where complaints are received they are in most cases dealt with appropriately. Where issues are identified appropriate action is taken. Complaints Officers within Directorates will continue to assist in the monitoring and analysing of complaints and lessons learned and trends will continue to be considered by the Group over the coming year.

5. **WELLBEING OF FUTURE GENERATIONS**

5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that the monitoring of the Council's corporate complaints handling across all service areas and enables departments to focus on areas of concern, to improve services and to monitor performance to ensure that any issues raised are identified and dealt with so as to be avoided in future.

6. **EQUALITIES IMPLICATIONS**

6.1 Monitoring of complaints via the Corporate Complaints policy addresses the Council's statutory duties under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Welsh Language Measure (Wales) 2011 in two ways. It addresses specific complaints to the Council around alleged discrimination by service areas and also addresses the monitoring of complaints from people who fall under the categories protected by these statutory duties.

6.2 Detailed information regarding Equalities and Welsh language based complaints are recorded separately to the Corporate Complaints in this report, but are reported in the Strategic Equality Plan Annual Monitoring and Improvement Report which is published for the Equality and Human Rights Commission and the Welsh Language Standards Annual Report which is published for the Welsh Language Commissioner. These reports are considered by Cabinet prior to being published.

7. FINANCIAL IMPLICATIONS

7.1 There are no direct financial implications associated with this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no personnel implications associated with this report.

9. CONSULTATIONS

9.1 The views of the consultees have been incorporated into this report.

10. RECOMMENDATIONS

10.1 None. The report is for information only.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To monitor the complaints process to ensure effective delivery of Council services.

12. STATUTORY POWER

12.1 Local Government Act 1972 - 2003.

Author: Lisa Lane, Interim Monitoring Officer
Consultees: Christina Harray Interim Chief Executive
Dave Street Corporate Director Social Services and Housing
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Richard (Ed) Edmunds Director of Education and Corporate Services
Jan Carter, Senior Housing Officer
Gemma Hoare, Housing Officer (Customer Services)
David Titley, Customer Services Manager
Rob Waggett, Customer Services Development Officer
Kath Thomas, Customer Services/Complaints Officer
Karen Williams, PA to Chief Executive
Nicola Broom, Customer Services Manager / Karen Broom
Ros Roberts, Performance Manager
Andrea Jones, Corporate Complaints Officer
Anwen Cullinane, Senior Policy Officer – Equalities and Welsh Language
Deborah Gronow, Service Auditor
Leigh Brook, Corporate Finance
Lianne Fry, Administrative Assistant
Hayley Bowen Customer Services/Complaints Officer
Joanna Pearce, Performance Officer

Background Papers:

Report to Audit Committee 10th December 2014 – Social Services Representations and Complaints Procedure Activity

Report to Audit Committee 11th March 2015 - Procedure relating to School Based Complaints

Report to Audit Committee – Annual Review of Complaints received under the Council's Corporate Complaints Policy 1st April 2014 to 31st March 2015

Report to Audit Committee – Annual Review of Complaints received under the Council's Corporate Complaints Policy 1st April 2015 to 31st March 2016

Report to Audit Committee Annual Review 1st April 2016 - 31st March 2017

Appendices:

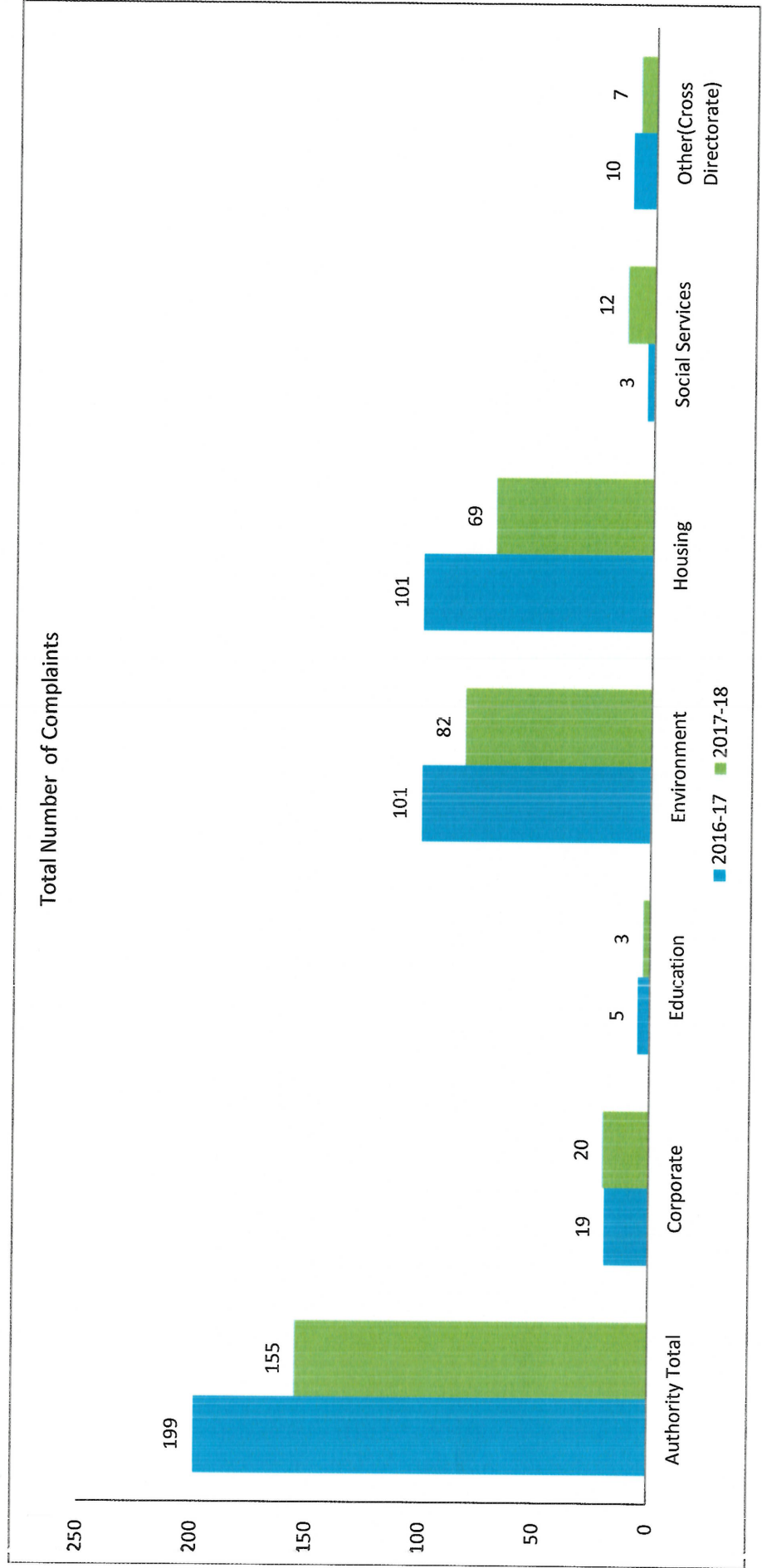
Appendix 1 – Graph with Comparison of Numbers of Complaints for 2016/17 and 2017/18 together with targets met and not met

Appendix 2 – Anonymised summary of a sample of upheld and partially upheld complaints

Appendix 3 – Graph identifying categories within each Directorate

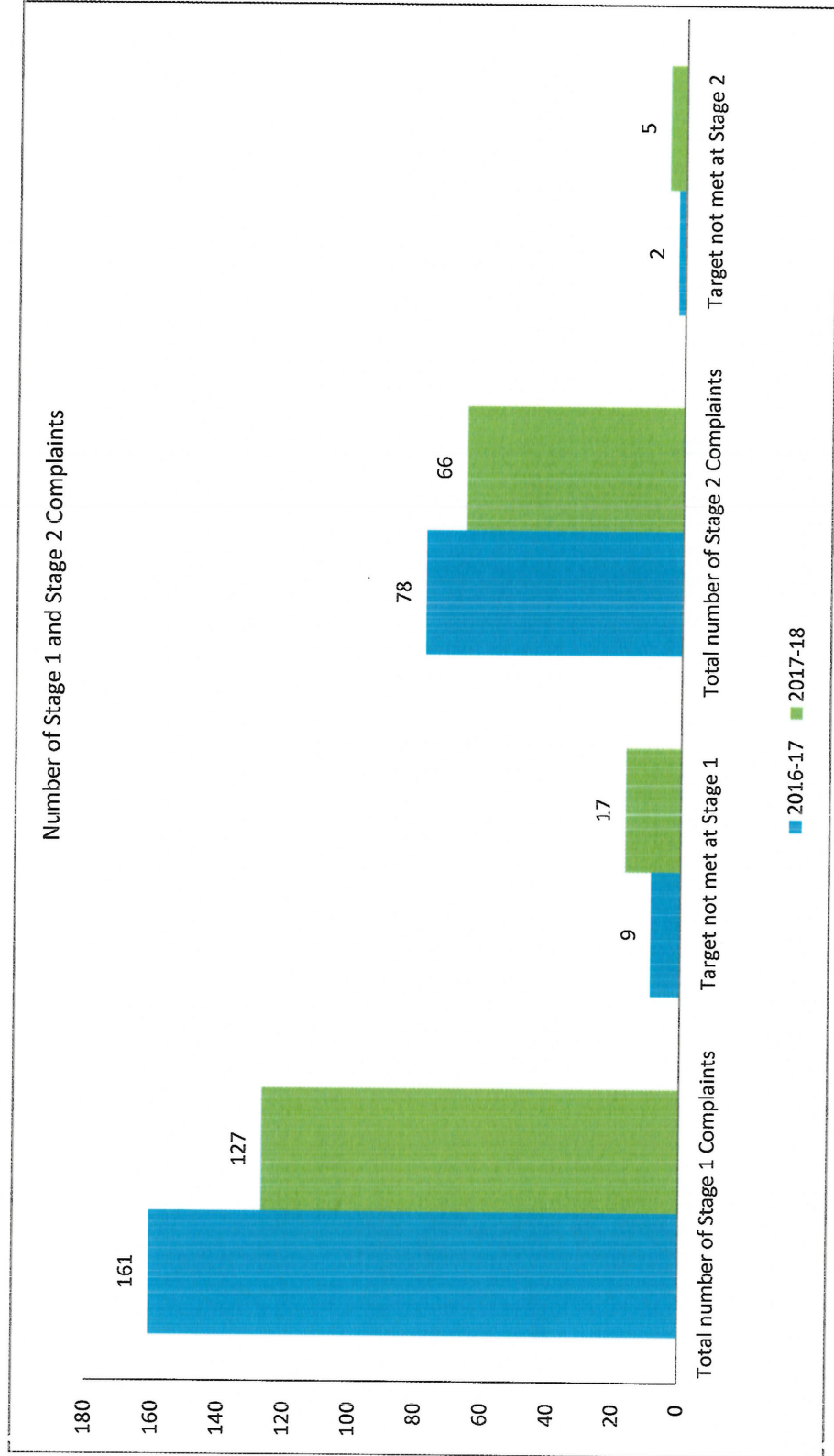
APPENDIX I

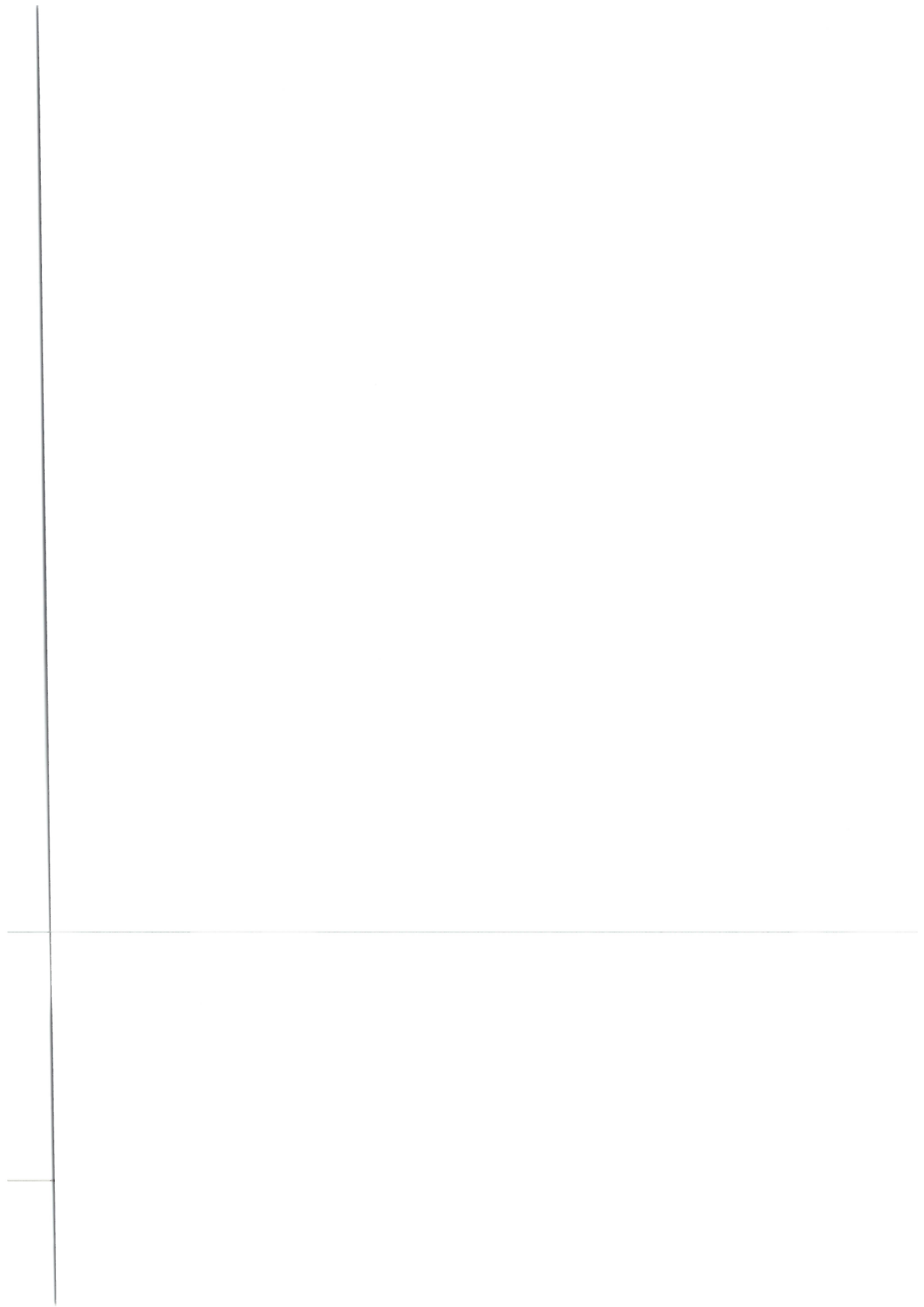
Service Area	Authority Total	Corporate	Education	Environment	Housing	Social Services	Other(Cross Directorate)
2016-17	199	19	5	101	101	3	10
2017-18	155	20	3	82	69	12	7



Service Area	Total number of Stage 1 Complaints	Target not met at Stage 1	Total number of Stage 2 Complaints	Target not met at Stage 2
2016-17	161	9	78	2
2017-18	127	17	66	5

*1 complaint stage 1 did not proceed





Appendix 2

Corporate Services

Council Tax complaint

“The way in which Mr X’s council tax case has been handled, mis-information, lack of information which caused temporary financial hardship”.

The complaint was upheld and the following lessons learned:

Staff to be reminded to fully check case details held before responding to customers to avoid making incorrect, inconsistent or misleading statements;

Staff refresher training needed on bankruptcy/DRO matters and their impact of council tax recovery processes;

Staff to be reminded of the importance of clearly communicating at every stage with council tax payers who require our help and advice.

Customer Services Complaint

A complaint was received from a customer who had received an e-bulletin from our “Stay Connected” service about library services, but it was in English only. An investigation showed that all e-bulletins had been translated and were available in both English and Welsh. The subscription process when signing up customers for the e-bulletins includes a process to allow customers to choose whether to receive e-bulletins in English or Welsh. However, the Stay Connected mailing list for information about library services was based on an older library service mailing list that had not included a language option. This resulted in the first Library Service e-bulletin being circulated in English only. All subscribers to this mailing list have been contacted to ensure that they receive further bulletins in their preferred language. This has brought home to us the need to be rigorous in the use of older contact information and to not assume that the information is fit for purpose.

Housing

An elderly tenant’s son complained on behalf of his mother regarding a succession of delays and conflicting information regarding the start of the WHQS internal works at his mother’s home. Having raised his concerns with various officers and no satisfactory outcome achieved the complaint was escalated straight to a stage 2. The complainant stated that when the kitchen and bathroom were surveyed and final plans agreed it was initially proposed that the works would start very shortly but, in any event, three weeks notice would be given and if this was not convenient the start date could be postponed. This was important to the tenant and her family as all preparatory works would be carried out by the family members. In order to avoid his mother having to cope with any undue inconvenience, noise and dust generated from the works it was the complainant’s intention to either accommodate his mother at his home or ensure she was taken out for the day, as necessary. The tenant was eventually given a start date so the family made the necessary arrangements to empty cupboards and accommodate the tenant as best as possible. The complainant then documented a number of delays, changed plans, lack of information and workmen not turning up when expected, all of which caused inconvenience and upset to his mother. These issues were linked to problems with the contractor at the time, which eventually resulted in them going into liquidation. An apology was provided and the property

was given to an alternative contractor to carry out the works, which were later completed to the tenant's satisfaction. The complaint was upheld.

Lesson learned - to improve communications with tenants when issues are identified with a contractor.

Following a report from the tenant of a 'misted' double glazed kitchen unit an appointment was arranged for the glazier to call to measure for a replacement unit. When the glazier attended, at the agreed appointment slot, there was no answer. Attempts were made to contact the tenant, while the glazier was outside, but these were unsuccessful. The tenant subsequently received a recharge for the missed appointment which he appealed against, stating he was out in his back garden when the glazier called and he didn't understand why he needed to be there anyway as the window could be measured from the outside. The decision at the informal review and first stage formal review was the recharge should remain. This was based on the fact the tenant had received a letter giving the specific date and time slot for the appointment and the glazier would have remained at the property for several minutes whilst colleagues attempted to contact him on both his home and mobile number. The tenant was not satisfied with this decision and requested a second stage formal review. This was then considered by the recharge review panel, comprising an independent senior housing officer, tenant and Councillor. The panel's recommendation to the Chief Housing Officer was the recharge should remain as all reasonable efforts were made to contact the tenant before following the no access procedure. However, after further consideration the Chief Housing Officer decided the recharge should be withdrawn as it was acknowledged the appointment letter did not make it clear enough that the tenant would be expected to be present to allow access into the property and he could have reasonably assumed the measuring could have taken place from outside.

Lesson learned – letter amended to advise tenants they are required to provide access into the property when measuring for double glazed units.

Environment

Community & Leisure Services

Bin collection

A complaint was made regarding the crew not placing the food caddy back to its correct location.

The complaint was upheld and the following lessons learnt:-

Crews have been reminded to place caddy back in correct location

Litter

A complaint was made relating to a huge increase in rubbish floating around streets and especially in and around Caerphilly.

The complaint was upheld and the following lessons learnt:-

Litter picker does this route on a regular basis to cleanse. Going forward the officer will inspect the area front/rear. Crews have been spoken to regarding spillages, it appears that a

fault on bin lifts was causing spills and as such the vehicle was sent for repair. Crews have been reminded to pick up any spills, and issued with new equipment to deal with any waste ejected from collection vehicle.

Bilingual literature

A complaint was made that there were no forms available for smart card gym membership and direct debit forms in Welsh

The complaint was upheld and the following lesson learnt:-

All Smart Card and direct debit forms are now produced bilingually and available at all leisure centres

Engineering

Lights on Bridge not working

A complaint was made regarding lights on a bridge which were not working. The complaint was partially upheld and the following lessons learnt:-

Our inability to quickly rectify the defect was caused by delays in sourcing suitable alternatives for the failed equipment. This customer request could have been minimised by:

- (1) More detailed scrutiny of the equipment specified when using an external design and build contract
- (2) The customer could have been better informed of our attempts to address the issue
- (3) More suppliers could have been sought to provide alternative equipment

Loose manhole cover

A complaint was made regarding the Council's failure/refusal to act regarding a loose manhole cover on public open space

The complaint was partially upheld and the following lessons learnt:-

It was acknowledged that when logging calls CRM need to emphasise the caller needs for example requesting call back to be updated and give more descriptive details of complaint.

Planning

A complaint was received regarding a structure. The complaint was partially upheld and the following lessons learnt

Officers recognised the importance of keeping track of correspondence and deadlines to ensure compliance is met and individuals updated.

Public Protection/ Planning:

A complaint was made regarding a noise issue together with in action on behalf of planning regarding an acoustic fence. The complaint was upheld and the following lessons learnt:-

Staff have been reminded to give full consideration to the enforceability of any potential condition of planning consent that they may be minded to recommend to Planning.

- Complaint:

Ongoing problems with neighbours and complaints they have made against him.
Partially upheld

Lessons Learnt:

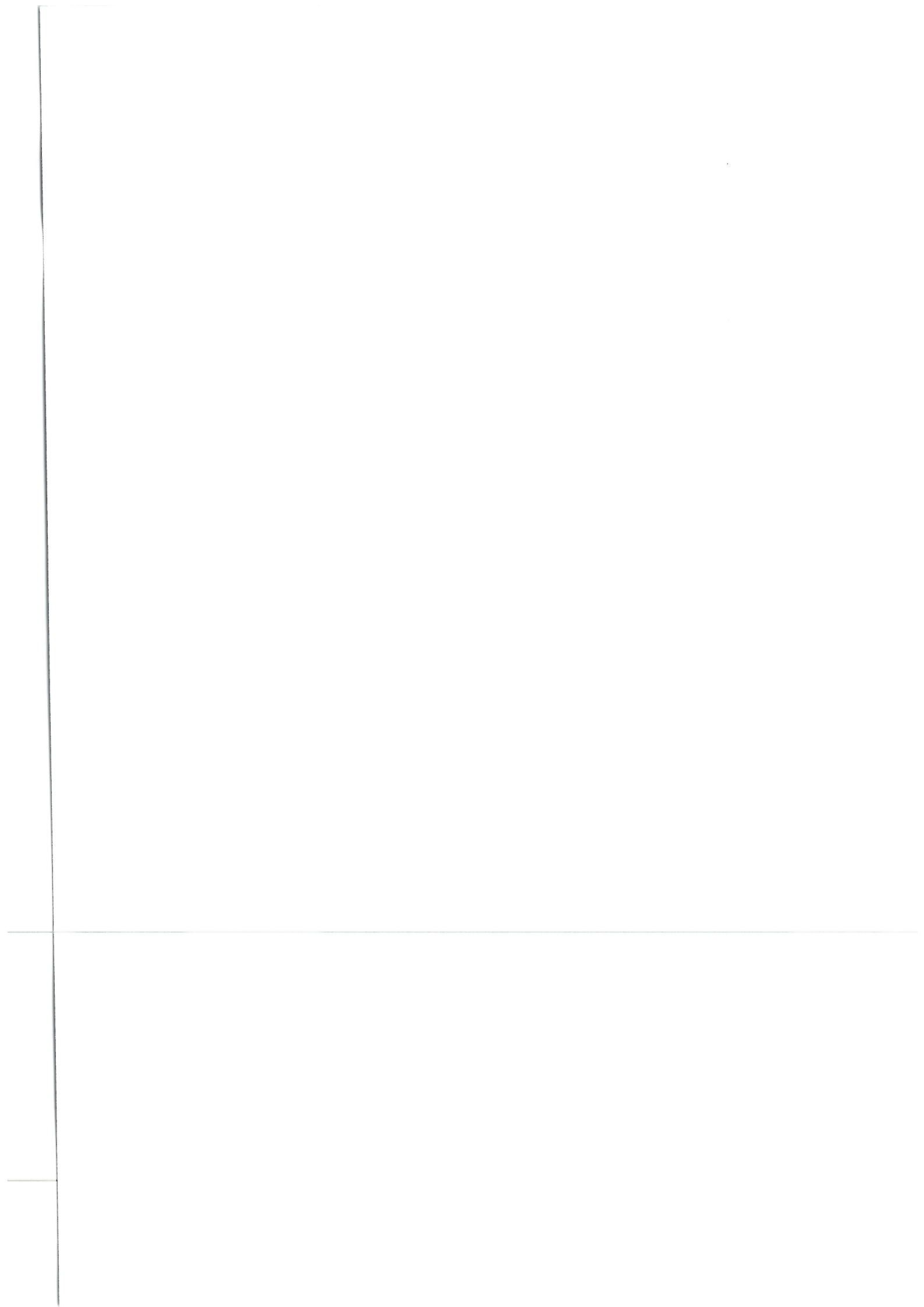
Environmental Health Officers have advised that procedures have been amended not to include Dogs Trust leaflet with informal letter.

Social Services

A complaint was made that a Social Worker has not returned a complainants telephone calls which had happened several times. The complainant telephoned the Social Worker, twice, Social Worker said that he would ring back and did not. The complainant felt that Social Worker "does not have any intention" of ringing back. The complainant was unhappy that his mother did not have any support from Social Services when her Social Worker, was not in work.

The complaint was upheld and the following lessons learnt

Officers were reminded to keep lines of communication open



2016/2017

Category	Service Area	Corporate Services	Education	Env.	Housing	Social Services	Other (cross Directorate)
1	Collaborative Working	0	0	0	0	0	0
2	Decision Making	1		22	24	1	0
3	Delay in Service Provision	0	0	29	19	0	0
4	Officer/Contractors Conduct with public	1	0	0	3	0	0
5	Following Council Policies/relevant Legislation	4	5	10	6		0
6	Accessibility of Services	2	0	2	0	0	0
7	Clarity/Accuracy/Timeliness of information	3	0	1	3	1	0
8	Quality of Work	2	0	15	34	0	0
9	Openness/ Fairness and Honesty	1	0	0	5	0	0
10	Compliance with Complaints procedure	0	0	0	0	0	0
11	A combination of categories	5	0	22	7	1	10
	Total number of complaints	19	5	101	101	3	10

2017/2018

Category	Service Area	Corporate Services	Education	Env.	Housing	Social Services	Other (cross Directorate)
1	Collaborative Working	0	0	0	0	0	0
2	Decision Making	2		16	22	1	2
3	Delay in Service Provision	1	0	11	4	1	0
4	Officer/Contractors Conduct with public	5	0	0	0	7	0
5	Following Council Policies/relevant Legislation	8	2	12	13	1	1
6	Accessibility of Services	0	0	0	0	1	0
7	Clarity/Accuracy/Timeliness of information	3	0	3	1	0	1
8	Quality of Work	0	0	22	18	1	0
9	Openness/ Fairness and Honesty	0	0	0	0	0	0
10	Compliance with Complaints procedure	0	0	0	0	0	0
11	A combination of categories	1	1	18	10	0	3
	Total number of complaints	20	3	82	68	12	7

* 1 Complaint in Housing did not proceed