

Brief overview of a selection of complaints

Speed of traffic

A resident raised concerns regarding traffic speed and the overall amount of traffic on a particular A Class road within the County Borough and that there were no traffic calming measures in place such as speed humps or a 20mph speed limit. The resident felt that it was a dangerous situation as the road is near to two schools.

In response to the complaint the Council's engineer advised that in the last 5 years 4 speed surveys had been carried out and the results had been provided to the resident, which included the mean speed of each survey. The results of the survey showed that there was no evidence of excessive speed.

It was acknowledged that there may have been occasional vehicles being driven irresponsibly but the majority of drivers were travelling at lower speeds. The results of the survey did not meet the criteria within the Councils Speed Management Strategy for the consideration of speed reduction measures. However in response to complaints from residents the Gwent Police Safety Camera Enforcement Unit established a site of community concern and commenced enforcement activities in June 2014. In addition the resident was advised that officers were unable to consider the implementation of road humps as regulations did not permit their usage on A class roads.

In responding officers advised that notwithstanding the above the concerns were acknowledged and arrangements were being made for a further traffic survey to be carried out in the near future and the results would be communicated.

Alleged damage to property by waste collection staff

A resident complained that the wall of their property was damaged by waste collection staff. In order to respond officers sought advice from the Council's Insurance and Risk Manager and also viewed CCTV footage of the area, which provided no evidence that the damage to the wall was caused by Council employees and as a result the complaint was not upheld. However as a precautionary measure the Council reaffirmed with collection crews to be careful when replacing bins near the wall.

Customer service clerical error

An error was made by one of our Customer Services staff when processing a debit card payment incorrectly processed it as a credit card payment, which attracted a credit card fee. An apology was given and the fee was credited to the residents Council tax Account.

Contractor unable to complete works due to insufficient supplies

A tenant reported a fault of no central heating or hot water on 23rd December and complained that the problem was not resolved for a week due to a delay in ordering parts. The investigation showed that the initial response by the gas engineer was within the required 2 hour time slot but the engineer was not carrying the necessary part to repair the boiler. There was a delay in sourcing the part due to the Christmas period and a further delay due to the incorrect part being ordered. Temporary heating was however provided in the meantime. The repair was finally completed on 30th December. The complaint was upheld and compensation was paid in line with our heat loss compensation payment scheme. This was a relatively new contract so the Housing Repair Operation Manager met with the contractor to remind them that all their vehicles should carry an appropriate level of stock, which should prevent the need for parts to be ordered.