

Appendix A

**Corporate Complaints – April to September 2013**

	<b>Service</b>	<b>Complaint regarding</b>	<b>Outcomes and lessons learned</b>
Housing	Housing	Bidding for property via Home-Link	Complaint not upheld. Satisfied that the complainant was fully aware of the consequences of refusing offer of accommodation and that Home-Link application was correctly reassessed.
Planning and Regulatory Services	Planning	Consideration of local planning conditions	Complaint not upheld. Issue was dealt with promptly and appropriate action taken to address the concerns raised. Apologies given for lack of follow up in relation to noise disturbance and assurance given that procedures have been clarified.
	Planning	Inaccuracies relating to a Planning Decision Notice conditions	Complaint not upheld. Planning decision correct, however, accepted that 'M' should be referred to in Decision notice (not 'L')
	Regulatory Services Step 2	Noise from a from Public House	Complaint not upheld. The council has acted appropriately
	Regulatory Services Step 2	Administration of a Disabled Facilities Grant and failure to respond to initial complaint.	Complaint partly upheld in relation to the response to the initial Step 1 complaint. Complaint regarding the processing of the disabled facilities grant application not upheld
	Planning Step 2	Requested review of Freedom of Information (FOI) response regarding recording of Development Control Committee	Information to be disclosed to complainant but redacted. Protocols will be updated to take into account FOI requests
	Planning Step 2	Requested review of Step 1 response as complainant did not agree with findings	Complaint not upheld in relation to various aspects of complaint. However, apologies given for errors on the decision notice.

	<b>Service</b>	<b>Complaint regarding</b>	<b>Outcomes and lessons learned</b>
	Regulatory Services	Activities at a public house	Complaint not upheld. Licensing acted appropriately sanctioning the extended opening hours.
Resources and Performance (including ARP)	Resources	Administration relating to a benefit overpayment	Complaint not upheld. All issues were responded to appropriately by the service.
	Resources	Actions of bailiffs and a liability order	Complaint not upheld. Bailiff procedures were followed.
	Resources	Inadequate assessment of benefit payment	Complaint not upheld. Decision to include non-dependant within household regarding benefit claim considered correct.
	Resources Step 2	Repayment of benefit overpayment.	Complaint not upheld. No evidence to support the complaint.
	Resources Step 2	Handling of calls and lack of communication/respect from officers	Complaint partly upheld as complainant frustrated with being transferred between different staff. However, steps had been taken to assist complainant and deal with his concerns
	Resources Step 2	Actions of bailiffs and a liability order	Complaint partly upheld as some issues need addressing. Recommend that Anglia Revenues Partnership undertakes a review of the contract to ensure steps put in place to address the issue of reports provided and property ownership.
Waste Management and Property Services	Waste Management	Waste sacks not being collected from property.	Complaint upheld. Apologies given for problems with the waste collection service provided by neighbouring authority on FHDC behalf. Arrangements to be introduced to remedy situation.
	Property Services Step 2	Stopping water supply to outside taps	Complaint not upheld. Turning off the water supply to the taps at the garages was necessary due to the condition of the taps and the cold weather.

	<b>Service</b>	<b>Complaint regarding</b>	<b>Outcomes and lessons learned</b>
	Property Services Step 2	Complaint against staff regarding the stopping of water supply to outside taps	Complaint is not upheld. Satisfied officers have provided complainant with satisfactory answers to queries and duty to scrutinise all areas of expenditure correctly.
	Property Services Step 2	Handling of two Excess Charge Notices.	Complaint not upheld. Satisfied that there is sufficient signage on display at the Car Park to advise users they will incur a penalty if they fail to park their vehicle within a marked bay.