

Appendix B

Corporate Complaints – October 2013 to March 2014

	Service	Complaint regarding	Outcomes and lessons learned
Housing and Environmental Health	Housing	Complainant felt housing staff were rude and did not assist with query	Complaint not upheld. Council responded appropriately to request for housing assistance
	Housing Step 2	Response received to Step 1 – complainant felt did not answer all the issues raised	Complaint not upheld. Satisfied that officers acted in accordance with the obligations placed upon them by legislation to offer suitable temporary accommodation
	Environmental Health Step 2	Handling of a noise issue	Complaint not upheld. Satisfied that officers correctly considered complaint
Legal and Democratic Services	Legal Step 2	Review of Freedom of Information response regarding personal data	Complaint not upheld. Complainant advised that repeated requests for information already provided will be considered vexatious.
Planning and Regulatory Services	Planning	Green space allocation and proposed housing	Complaint not upheld. Planning procedures were followed. Apology given that follow up email had not been sent to complainant
Resources and Performance (including ARP)	Resources	Complainant believed Housing Benefit letter was incorrect	Complaint not upheld. Explanation given on internal processes.
	Resources	Perception of poor customer care in dealing with Council Tax	Complaint not upheld. Meeting took place with complainant to discuss issues and way forward agreed
	Resources Step 2	Complainant believed Housing Benefit letter was incorrect	Complaint not upheld. Satisfied claim has been correctly considered
Waste and Property Management	Waste Step 2	Review of Freedom of Information response regarding routes followed by domestic waste collectors	Information to be disclosed