

## **Complaints and Compliments Digest**

### **1. Number of complaints received and speed of response**

27 corporate complaints were received between 1 October 2014 to 31 March 2015.

The table below shows how this compares with the previous six months and full year at both councils.

<b>Level of complaint</b>	<b>Total number of complaints received and completed</b>		<b>Number responded to within target of 20 working days (or within extension agreed with complainant)</b>		<b>Percentage responded to within target of 20 working days</b>	
<b>October 2014– March 2015 (half year)</b>						
	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC
Step 1	8	10	7	9	88%	90%
Step 2	5	4	1	3	20%	75%
<b>April 2014 - September 2014 (half year)</b>						
	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC
Step 1	6	12	4	9	67%	75%
Step 2	1	7	1	6	100%	86%
<b>April 2013 - March 2014 (full year)</b>						
	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC
Step 1	13	31	9	23	69%	74%
Step 2	14	18	12	16	86%	89%

## 2. Monthly analysis of corporate complaints received by Head of Service

Service	Month												Totals
	October		November		December		January		February		March		
	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC	FHDC	SEBC	
Housing				1	1	1		1			2		<b>6</b>
HR, Legal and Democratic Services		1			1		1						<b>3</b>
Operations	1	2		1		1	1					1	<b>7</b>
Planning and Regulatory Services		2		1									<b>3</b>
Resources and Performance (including ARP)	1	1							1	1	3	1	<b>8</b>
<b>Monthly totals</b>	<b>2</b>	<b>6</b>		<b>3</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>27</b>

### 3. Corporate Complaints – October 2014 to March 2015

<b>Service</b>	<b>Specific service area</b>	<b>Council</b>	<b>Complaint regarding</b>	<b>Outcomes and lessons learned</b>
<b>Housing</b>	Public Health and Housing	FHDC	Administration of a Disabled Facilities Grant	Step two complaint not upheld.
	Public Health and Housing	FHDC	Housing repairs and landlord enforcement	Step two complaint not upheld.
	Public Health and Housing	SEBC	Administration of cavity wall insulation grant and installation from a third party	Step one complaint not upheld.
	Housing Options	FHDC	Council responsible for death of a woman due to not being housed as required	Step one complaint not upheld.
	Housing Options	SEBC	Council not taking responsibility for rehousing complainant and family	Step one complaint not upheld.
	Housing Options	SEBC	Council not taking responsibility for rehousing complainant and family	Step two complaint not upheld
<b>HR, Legal and Democratic Services</b>	Legal	FHDC	Complaint regarding Freedom of Information request for planning	Step two complaint upheld and apology given as not all the information asked for the original request was provided.

<b>Service</b>	<b>Specific service area</b>	<b>Council</b>	<b>Complaint regarding</b>	<b>Outcomes and lessons learned</b>
	Legal	FHDC	Certificate of Lawful Use and conduct of Council officers	Step one complaint not upheld.
	Legal	SEBC	Application to remove a restrictive covenant on land purchased from Council which was refused	Step one complaint not upheld. Ensure full explanations of fee calculations and processes are provided in all relevant correspondence.
<b>Operations</b>	Property	FHDC	Complaint regarding time taken to discharge conditions on a lease	Step one complaint not upheld. Matter identified quickly and dealt with by property services.
	Property	SEBC	Council negligent with work carried out to property in the late 1990s	Step one complaint not upheld.
	Waste	FHDC	Cleansing of horse walks	Step one complaint not upheld.
	Waste	SEBC	Soiled latex gloves lying in Cotton Lane	Step one complaint upheld. Relevant parties informed of their responsibilities for disposal of this type of waste.
	Waste	SEBC	Correspondence regarding potential abandoned vehicle obstructing highway	Step one complaint not upheld.
	Waste	SEBC	Council cleansing vehicle parked in new residential restricted parking zone	Step one complaint upheld. Staff education/training relating to the restricted parking areas.
	Parks	SEBC	Parking charges at Nowton Park	Step one complaint not upheld.
<b>Planning and Regulatory Services</b>	Planning	SEBC	Response to Freedom of Information request for planning application statistical data.	Step two complaint upheld. Request for information was not completed within 20 working days. Keep customer informed of any potential delays.

<b>Service</b>	<b>Specific service area</b>	<b>Council</b>	<b>Complaint regarding</b>	<b>Outcomes and lessons learned</b>
	Planning	SEBC	Handling of applications to discharge conditions relating to planning application.	Step one complaint not upheld however the concerns noted.
	Planning	SEBC	Handling of planning applications	Step one complaint not upheld.
<b>Resources and Performance (including ARP)</b>	Anglia Revenues Partnership	FHDC	Complaint regarding National Non Domestic Rates(NNDR) allocation for a business unit	Step one complaint upheld and apology given. Complainant requested complaint be raised to Step two as below.
	Anglia Revenues Partnership	FHDC	Complaint regarding NNDR allocation for a business unit	Step two complaint upheld and recompense awarded.
	Anglia Revenues Partnership	FHDC	Complaint regarding Council Tax billing and lack of exemption	Step one complaint partially upheld and apology issued for the delay in correspondence.
	Anglia Revenues Partnership (Joint West Suffolk complaint)	FHDC	Challenge to response to Freedom of Information request to provide names of landlords receiving largest amounts of housing benefit	Step two complaint upheld. Officers did believe they were correctly applying the exemption under Section 40 (2) of the Act when they responded to the request but careful consideration of the Information Commissioner's findings will be given to any future requests of this nature.
	Anglia Revenues Partnership	FHDC	Reminder for overdue amount on Council Tax account	Step one complaint not upheld.
	Anglia Revenues Partnership	SEBC	Complaint about a benefits overpayment and how this was communicated	Step one complaint not upheld.
	Anglia Revenues Partnership	SEBC	Bailiff employed by Rosedale for collection of Council tax	Step one complaint not upheld.

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	Anglia Revenues Partnership (Joint West Suffolk complaint)	SEBC	Challenge to response to Freedom of Information request to provide names of landlords receiving largest amounts of housing benefit	Step two complaint upheld. Officers did believe they were correctly applying the exemption under Section 40 (2) of the Act when they responded to the request but careful consideration of the Information Commissioner's findings will be given to any future requests of this nature.

**4. Compliments received between 1 October 2014– 31 March 2015**

<b>Service</b>	<b>FHDC</b>	<b>SEBC</b>	<b>Total compliments received</b>
Families and Communities	3		3
Housing		1	1
Operations	9	36	45
<b>Total</b>	<b>12</b>	<b>37</b>	<b>49</b>

### Compliments – 1 October 2014 and March 2015

		<b>Service</b>	<b>Compliment / Comment Details</b>
Families and Communities	FHDC	Customer Services	Helpful customer services staff – advice to visitors to area.
		Customer Services	Helpful customer services staff – customer with concerns regarding refuse collection.
		Customer Services	Professional service provided by customer services staff regarding sensitive data issue.
Housing	SEBC	Housing Options	Helpful housing options staff.
Operations	FHDC	Waste	Thanks for the clear up job around the garages at Newnham Close, Mildenhall.
		Waste	The crew arrived this morning to sweep and clear up the road. They did a sterling job. I really would appreciate it, if you could pass on my sincere thanks to the crew for the amazing job they did.
		Waste	A big thank you to all those who have been clearing up the leaves lately. Especially in Emmanuel Close and in and around the garage blocks. The whole area looks so much better.
		Waste	Sincere thanks for quick removal of fly tipped sofa.
		Waste	Please pass on my sincere thanks to the operative of the sweeper who swept Herringswell Road yesterday morning. He kindly waited while I moved my car so he could sweep the cul de sac. I know his workload is heavy and his consideration is much appreciated.
Waste	Resident called with thanks to the crew for an excellent job cleansing Leaders Way by the cul-de-sac. Resident was extremely pleased with the outcome and wishes us to pass on her thanks to the crew.		



		<b>Service</b>	<b>Compliment / Comment Details</b>
Operations	FHDC	Waste	The resident wishes to thank Operations and the crew for making a special arrangement for their bins to be emptied whilst roadworks were taking place.
		Waste	Customer wished to compliment team on clearing up the graffiti reported.
		Waste	Customer with an assisted collection wishes to thank the crew for collecting, emptying and placing the bin back in the correct place. Most grateful for this.
	SEBC	Parks and Open Spaces Landscapes	Resident called saying she was very impressed with the hedge cutting. She said the staff were very polite and helpful.
		Parks and Open Spaces Landscapes	Well done and thanks for dealing with the issue so quickly of the overgrown hedges etc.
		Parks and Open Spaces Landscapes	Thanks for arranging quote and job to be carried out and please pass on my thanks and appreciation to the crew that carried out the work and installed the fencing. A really professional job which looks good.
		Parks and Open Spaces Landscapes	I had a walk down the Chase this morning, thank you very much for the work done, should improve the flow rate across there.
		Parks and Open Spaces Landscapes	The job was done beautifully by your staff and they cleaned up brilliantly.
		Parks and Open Spaces Landscapes	Very happy with landscapes work carried out. Thank you to all who took care of this.

		<b>Service</b>	<b>Compliment / Comment Details</b>
Operations	SEBC	Parks and Open Spaces Landscapes	Please pass on compliments and thanks to crew for cutting the shrubs etc. round this street and property.
		Parks and Open Spaces Landscapes	Shrubs/bushes up against residents' property have been cut - wants to pass on her thanks for a good job.
		Parks and Open Spaces Landscapes	Resident phoned in to say thank you for doing such a good job trimming the grass verges.
		Parks and Open Spaces Landscapes	Visitors to a grave were assisted by a lovely gentleman, who is a groundsman working there, to locate an almost unmarked grave. I feel bad that I have misplaced the groundsman's name. He had also previously assisted friends of our family to locate the site. We are all very grateful for his assistance. He also kindly supplied us with your details.
		Parks and Open Spaces Landscapes	Thank you to the men in the white van trimming the trees in Highbury Crescent, Bury St Edmunds. She said to tell them they did a wonderful job and should be commended.
		Waste	Brilliant job emptying the skips, always within a couple of hours of asking, excellent service.
		Waste	Resident would like to thank the Borough for delivering his replacement bin so quickly.
		Waste	Thank you for clearing the fly tipped items.
		Waste	Thank you so much to the replacement team! Pass on thanks to everyone involved. Overwhelmed how you looked after this matter, so professional!

		<b>Service</b>	<b>Compliment / Comment Details</b>
Operations	SEBC	Waste	Thanks to the domestic crew who today emptied bin and cleared up rubbish on her verge caused by cats.
		Waste	I write to you to say how brilliant your waste operatives are that come round our area. They always turn up on the appointed day and never leave a mess or fail to empty bins. When we were in Cornwall recently the bin men there failed to collect black bin rubbish for three weeks running although they did collect the recyclables - a totally different service.
		Waste	Today I visited Bury St Edmunds for an appointment. Not knowing my way around I stopped and asked a street cleaner working in The Traverse. Would you please send him my most grateful thanks for being so friendly and helpful in guiding me in the right direction and also providing me with a street map. If everyone was as friendly and helpful as this gentleman the world would be a better place. He is an asset to Bury St Edmunds.
		Waste	Just wanted to extend my thanks to you and your team for a seamless management during the 2014 Christmas fair. Please extend my gratitude to all your team members.
		Waste	Thanks to all involved removing rubbish today from the Tollgate changing rooms.
		Waste	Please pass my thanks on to the waste operatives who emptied our bin this week even though I had forgotten to put it out (I wasn't well). I am really grateful to them.
		Waste	Would like to say thank you to litter picker in Haverhill who saw her in the street the other day to say that he is still on the look out for her earring that she lost on 11th November - he was very kind.
		Waste	Resident phoned in to say thank you to the team for the swift arrival of the second black bin needed for medical reasons.

		<b>Service</b>	<b>Compliment / Comment Details</b>
Operations	SEBC	Waste	Please praise and thank all the crews. They are always very polite and pleasant to her and check her bin store even if she hasn't opened the doors for them and doesn't just pass by.
		Waste	Many thanks for all your help and for your team who do a great job in all weathers for us.
		Waste	Customer wished to compliment service for arranging a new bin to be delivered. He was impressed with the polite service from Customer Services on the telephone and the speed which the crew arranged for the bin to be delivered.
		Waste	I would really appreciate it if you would give a big thank you to the bin men many people are quick to report and complain but not many people give good feed back they are always friendly and always make my son's day on Fridays. He waits on the window ledge to see them and when they do they never ignore him always saying hi, putting their thumbs up and beeping the horn and that is so kind of them to make the effort to put a smile on my kids face as he is obsessed about dust carts. Thank you for reading.
		Waste	Customer ordered a new bin on the 11th February, she received her bin on Friday. She was very pleased with our service and asked that I passed on the message.
		Waste	Can I also once again praise the team at the Haverhill depot. I phoned in a couple of issues in the town yesterday and on one, the team was already on it and on the other they were just waiting for a bit of information before actioning. They all do a really good job in this town and I absolutely appreciate their diligence.
		Waste	Big thank you to the Waste Team for clearing the lay by where the travellers site used to be.
		Waste	Just a quick email to say thanks for the excellent response to the fly tipping removal request I asked for yesterday. This morning it was all gone when I drove past.

		<b>Service</b>	<b>Compliment / Comment Details</b>
Operations	SEBC	Waste	Just to say "Thank You" very much for clearing all the litter along the Elveden Road between Elveden and Barnham and doing it so quickly. It really looks so much better and I will continue to do my bit. Would you please pass on my thanks to all concerned.
		Waste	Thanks to the waste team for their prompt action in clearing fly tipping on Pinnars Way, Hospital Road (near the cemetery).
		Waste	A big thank you for the honest bin man on the black bin crew round today who found her son's wallet on the ground this morning and brought it to her.
		Waste	Excellent service, please pass on our thanks to the appropriate people. Re: litter pick in Honington and Sapiston - equipment hire and waste collection.
		Waste	Can I just thank you very much for sorting out the collection of the TV and freezer from the roadside along the Barnham Road. Much appreciated.