

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Dept/Service	Description	S1 Outcome	S1 Service Improvements	S1 Action Taken
0-25 Service	Unhappy with decision to close the Manor	Not Upheld		Confirmed committed to ensuring the needs of all the families who use the Manor are met appropriately and it will not close the overnight provision until this has been done
Housing Enforcement	Unhappy Housing Officer is not returning calls or emails	Partially Upheld		Manager has spoken with the Officer about lack of response. It has been made clear to the officer that that they have fallen short of the expectations in this regard.
Commercial Group	Not allowed to use tip as refuse in trailer and staff were rude and unhelpful	Partially Upheld		Reminded staff of levels of customer service expected
Therapy Team	PCC employee parked on customers drive and blocked it, alleges they were rude and didn't understand him.	Partially Upheld	Council staff have been told about permit restrictions for parking	
PES	unhappy with new cycle laws and being unable to get through on phone	Partially Upheld		Apology offered for confusion over phone call
Register Office	Took 5 days to get appointment to register a death. Unhappy Deputy Registrar was late from lunch break.	Partially Upheld	Reminded all the team of importance of keeping customers informed if any delays	Apology offered for longer than usual wait for appointment. Apology offered that receptionist may not have kept customers informed of delay
Benefits	Benefits have not responded to letters re a council tax discretionary payment	Partially Upheld		Acknowledged delay in processing Discretionary Council Tax Reduction form
Highways Inspectors	Unhappy with lack of response to enquiry in relation to dangerous overgrowth in alleyway to property	Partially Upheld		Highways to make good path. Highways inspector has written to residents advising them to cut back vegetation blocking highways. Amey will be asked to cut back trees.
Council Tax	Lack of response to enquiry	Partially Upheld		Partially upheld due to a delay in response being issued
Early Help	Lack of communication from service, inaccurate information given to health visitor and being sent on the wrong parenting course.	Partially Upheld		Changed from Not Upheld to Partially Upheld after mediation
Council Tax	Complaint about date Student Discount would be calculated from.	Partially Upheld		Failed to receive call back form PCC as requested. Apology offered for inconvenience
Housing Needs	Raised concerns regarding interview with Housing needs officer. Unhappy / upset with comments and statements made by the officer.	Partially Upheld		Apologised any information provided in interview was not added to application, apology for this being overlooked. Apology offered if it was implied that customer should return to Lithuania to look for a house, this will be addressed with case worker
Network and Traffic Management	Signage not visible from Cycle Network route 12	Partially Upheld		Signage increased
Housing Needs	Advised to return to own country threatened with having baby taken away.	Partially Upheld	Reminder to Officer of the need to take a homeless application correctly	Apology offered that customer was left upset by the interview and were not shown good level of customer service. Apology staff member suggested baby should be removed from her care. Apology that customer did not feel complaint had been taken seriously.

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Passenger Transport	Complainant raising concerns re poor service and no information regarding child's school transport.	Partially Upheld	Will look at processes to see how they can improve on customer not being advised re changes in transport.	
Development Management	Agreed to sell plot of land then opted not to.	Partially Upheld	Advice from Planning before property team agreed to sell land	£1000 offered if proposal not possible re sewerage pipes
Admissions	Unhappy with lack of response from department in relation to school applications/placements	Partially Upheld	Phones lines to be able to take messages being considered	
Admissions	Complainant has raised concerns in the delay of processing their child's application and there was no acknowledgment. They were also told to make changes before a deadline which they did but not processed in time for that deadline. Raised concerns re policy.	Partially Upheld	review how applications are managed and communication with parents	
Electoral Services	Complaint that door knocker with Electoral Register forms gave incorrect information and had a bad attitude.	Partially Upheld	Will ensure that the need for professionalism at all times is re-iterated at the next training session.	Apology offered if Canvasser did not display polite and professional manner
Commercial Group	Complaint about not being able to dispose of bulky items at the tip.	Partially Upheld	Moving to bigger site review of vehicle size to follow	wording on literature to state transit type van
Admissions	Complainant's child has been offered a place at 2 different schools and they have been unable to get through to the admissions team.	Partially Upheld	phone system to be reviewed	
Special Educational Needs	Unhappy with delays in receiving updated document following annual EHCP review	Partially Upheld	Arrangements in place to improve the service in the coming year. database to enable tracking of the annual review process more effectively/ SEN services procedures have been reviewed	Apology for delays and distress
Regulatory Services	Complaint about 40ft flood pole lights not being turned off until 3.30am. Complaint that Pollution dept have previously addressed this matter but are now refusing to.	Partially Upheld		Noise Pollution not evidenced but there were delays in case handling by the team.
Network and Traffic Management	Handling of parking enforcement. Lack of response to emails	Partially Upheld		Apology offered that response was not sent
Selective Licensing	Lack of response to emails about HMO licensing	Partially Upheld		Partial refund and apology

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Regulatory Services	Lack of enforcement for noise pollution issue.	Partially Upheld		Regular contact with customer and advise to neighbour
Highway Maintenance	Complainant fell down a loose drain cover causing injury at the back of the Town Hall. Investigation required.	Partially Upheld		Remind staff of process for reporting repairs required to city
CCTV & Out of Hour Calls	CCTV obscured by banners	Partially Upheld		Banners obstructing view rotated 90 degrees
First Response, Family Support Teams	Call made by social worker who did not introduce themselves or explain the reason for call.	Partially Upheld		Apologised that proportionality to providing information could have been more than it had been
Regulatory Services	Unhappy with lack of action and response from Noise Pollution Team	Partially Upheld		Acknowledged that officer failed to inform customer of case before going on annual leave
Parking Services	Complaint that new parking machines do not recognise the customer's registration number and delays in telephone being answered	Partially Upheld		Operation system in Northminster under review
Admissions	Complaint about Admissions Team, letters and lack of sufficient staffing. Additional complaint about the customer service call centre.	Partially Upheld	Confirm that this will be reviewed and will be taken forward as part of wider service improvements to include and online in year application and offer letter wording.	Apologised customer service received has not met expectations and that the explanation and information received did not meet expectations and explanation and information received was not satisfactory in customers view.
Call Centre & Complaints team.	Complaint about brown bin not being collected over the Christmas period and delays in calls being answered	Partially Upheld	Staff reminded to put phone on voicemail where necessary	Apology given. Bin lid ordered
AMEY (contractor)	Hedges only cutback every two years	Partially Upheld	shrubs now to be cut annually	policy already changed
Housing Needs	Faulty advice alleged leading to loss of possessions, cancelled booking at hotel. Unhappy with use of word 'absconded'. Also alleges hostel conditions unsuitable,	Partially Upheld		Apology for use of the word absconded
Highway Maintenance	Delays in responding to communications	Partially Upheld		Manager is looking into costs of repairing the whole street which may take 1-2 months to get a decision on. Manager will update customer with the outcome asap.
Highway Maintenance	Unhappy with works bring carried out at Bourges Boulevard and public access being closed	Partially Upheld		some changes to Traffic mgnt layout
Media Team	FaceBook comments marked as spam and not responded to	Partially Upheld		Apology offered for FOI being missed
PES	Attendant rude. Yellow lines but told parking ok	Partially Upheld	Communicated to all officers and appeals team about area being excluded from double yellow line restrictions	cancelled PCN and apologised for inconvenience, stress caused and mistake in judgement
Council Tax	Council Tax enforcement action on a property unrelated to customer.	Partially Upheld		Summons costs removed

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Council Tax	Complaint about the delay in sending a correct council tax bill and discriminatory behaviour by the council tax department.	Partially Upheld		Response issued later than the previously notified timescales and customer was not sent any additional information to confirm there would be a delay. offered apologies for any inconvenience or frustration caused by delay
PES	Unhappy issued receipt with incorrect FPN category	Partially Upheld		Apology offered for inconvenience caused. Kingdom to re-issue a correctly filled our receipt. It was wrongly assumed response from Cllr addressed matter on behalf of council and apology given for delay.
Commercial Group	Complaint that workers at tip did not help carry rubbish up the stairs.	Partially Upheld	All site staff will be reminded of the importance of assisting residents with their waste where required.	
Council Tax	Notified us of new address - bill received with 6 days to pay	Partially Upheld		account spread over 10 months starting May
Housing Needs	Complaint about lack of return contact from staff and managers in the Housing Needs department.	Partially Upheld	Proposed restructure and staff recruitment	
Commercial Group	Unhappy with Amey response to brown bins not being collected	Partially Upheld	Review procedures to see if improvements can be made to communications	
Council Tax	Querying the charges on c/tax bill. request sent in 27/3 no response	Upheld		experienced delays in your query being resolved to provide some explanations regarding this
Commercial Group	Reported fly tipping not removed	Upheld		Flytipping cleared
Electoral Services	Staff didn't know how to re issue postal vote contact information on polling card not pertinent	Upheld	Process review for reissuing postal votes for cross boundary elections in order to eradicate delays	Offered compensation for expenses incurred £36.92.
Council Tax	Repeated contact made requesting new bills for two units	Upheld		Department verbally spoke to complainant and verbally apologised for delay and they understood situation to be resolved.
Call Centre	Unhappy overpayment taken from account for council tax and how this was dealt with by call centre	Upheld		staff member spoken to
Highway and Drainage Control	Road markings to path not reinstated after road works. Lack of response to chasers.	Upheld		Apology offered for not replacing the markings in timely manner. Will refresh markings in next few weeks
Call Centre	Unhappy bin was not emptied and conflicting advice received from Call Centre. Also unhappy with conduct of Call Centre Operator	Upheld		Apology offered for incorrect information provided to customer by Call Centre and lack of sympathy from call handler. Refunded the full amount (£19.68) that was paid to have your bins collected.
Parking Services	Complaint about there only being 2 ticket machines in the market carpark and queues to pay	Upheld		Improvement measures implemented
Call Centre	Delays in calls being answered and being put on hold.	Upheld	Lessons learnt from complaint will be fed back to team	Apology offered for delay in call being answered. Apology customer was put on hold a second time. Apology offered that information was not relayed via email. Officer was spoken to about failing to apologise for delay.
Commercial	Customer was unhappy regarding	Upheld		Instructed Amey to carry out work as matter of urgency. Apology for distress and

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Group	service provided by Amey and works by Amey on the tree outside their home.			inconvenience caused
Admissions	Delays in Admission processing and response to enquiries	Upheld	accept voicemails to be investigated	
Street Lighting	Unhappy with delays in repairing 2 street lights also unhappy with lack of response from department	Upheld		NEW PRODUCTS ORDERED
Housing Needs	Delays in processing housing application.	Upheld	Staff reminded to update customers. Extra staff are being resourced to deal with increase in demand.	
Council Tax	Unhappy with error made on address for refund and also time taken to resolve matter. Requesting refund	Upheld		Refund and apology issued.
Housing Needs	Delays in responding to housing enquiry. Alleged homeless app has not been handled appropriately.	Upheld	new process in place	
Council Tax	Unhappy with inaccurate bills, lack of response and lack of explanation. Also online system has faults	Upheld	Recruited more staff to improve response times to customers	Ack delays in previous responses. Apology for delay in issuing complaint response
Council Tax	No response to email contact	Upheld	Amend form to make relevant to landlords. Officers reminded to cross check information	Apologised for the delay in responding to his complaint. Corrected discrepancy and confirmed further credit will be issued.
Parking Services	No smartphone so unable to pay carpark charge	Upheld	Meters replaced in January	
Street Lighting	Various street lighting reports not actioned	Upheld		organising a visit to ascertain how many locations require attention
Housing Needs	Has raised concerns as they were due a refund of their overpayment of rent. Have not received this payment or any call backs in response to their messages.	Upheld		Sincerely apologise for the distress that this has caused you and your family. I can confirm that I will be arranging for your rent account to be credited and monies to be returned to you.
Parking Services	Complaint that charges are not clear on ticket machine in Wellington Street car park and also that the machine did not give change and overcharged.	Upheld	Signage to be replaced.	Refund to be issued
Network and Traffic Management	Three way traffic mgnt on four way road	Upheld		Contractor to provide new signage
Council Tax	Complaint that telephone agent was unhelpful and gave bill amounts, but letter received with different information.	Upheld	New template set up	training given
Infrastructure Delivery	Been requesting a footpath for 28 years.	Upheld		Apology offered for poor standard of communications. Agreed to surface residents drive and neighbours drive.

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Network and Traffic Management	Complaint that street signs are illegible and in need of repair. Lack of action following customers report.	Upheld		Agreed street nameplates will be added to priority list for replacement.
PES	Parking not enforced near to Passport Office	Upheld		New machine was already on order for collection of charges
Strategic Transformation	Staff insensitive and unhelpful	Upheld		Agents notified to monitor chats more carefully
Call Centre	Raised concerns re attitude of staff and lack of information re single person discount.	Upheld		staff member given guidance
Council Tax	No response to requests for a copy bill	Upheld	Updated team with correct process to follow when requesting a copy bill	Due to processing error the copy bill was not issued and did not identify or rectify error when customer sent a follow up email. Apology for inconvenience and distress
Highway Maintenance	Road closed no notice. no evidence of workers working	Upheld	Investigated with contractor to ensure lessons learned.	
Highway and Drainage Control	Complaint that poor drainage on highway is causing run off and damage to private property.	Upheld		2 extra gullies to be provided on London Road.
Media Team	Unhappy comment on Leaders Blog awaiting moderation after 4 days. Unhappy with circulation of information to members of the public, alleging delays in responding to post	Upheld		Apology offered for delay in approving comment
Parking Services	Complaint about rough sleepers in the stairwells of the Market car park preventing use of the lifts and blocking doors.	Upheld	possibility of closing overnight	Car park monitored
Business Rates	Unhappy with level of service received from department. Alleges calls unanswered and delays in email responses. issues not been dealt with in timely manner	Upheld		Errors made when assessing liability. Accounts updated correctly and revised bills will be issued. Apology offered for inconvenience
Housing Needs	Unhappy with lack of response to phone calls made to HN worker. Also lack of updates and care given for Daughters situation	Upheld	Taking steps to increase the number of staff in the Housing Needs team to provide the level of support required by clients	Failed to return call or email to provide an update in relation to application despite customer contacting department on a number of occasions. Apology offered for the distress that this has caused
Council Tax	Unhappy was told unable to make payments over 12 months. Also unhappy with conduct of team manager	Upheld	Issued reminder to staff about payment over 12 months process	Apology offered for error. Account corrected and revised bill sent. Manager spoken to regarding call.
Housing Needs	Complaint about payment not being made.	Upheld		Apology offered for officers oversight Steps taken to process payment urgently
Housing Needs	Raised concerns re lack of advice, support and updates received from	Upheld	Housing Needs resourcing under revision to increase the support	Failed to respond to calls for service and failed to provide an update -Apology given

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	Housing Officer re their temporary accommodation status		available for customers	
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STAGE 2 ACTIONS AND SERVICE IMPROVEMENTS

Dept/Service	Description	S2 Outcome	S2 Action Taken	S2 Service Improvement
Planning	Complainant approached LGO as they have not heard from council after being advised by department that they are referring to Stage 2 of the complaints process.	Partially Upheld	Offer of a compensation for delay in escalating complaint and for time and effort.	
Council Tax	No notification received before letter from Bailiffs received	Partially Upheld	Compensation Approved	Recommended that prior to referring a case for enforcement action bailiff returns should be reviewed as a matter of course to check for address changes etc. If it is recommended that there be a written record of mediation meetings, with a copy to be provided to the complainant to confirm what issues were discussed or addressed and what actions had been agreed and by whom
Planning Compliance	Complaint about how they have been dealt with by the department.	Partially Upheld	Compensation for delay in complaint handling	Planning should have agreed response time to O/S queries. All documentation should be scanned to file. Tree removal should be clear and in writing
Looked After Children	SW not in agreement with grandparent about contact	Early referral to LGO		Should have been advised re contact arrangements.
Call Centre	Raised concerns that call handler shouted at them and that they were ill-mannered.	Upheld	Letter of apology to be issued by department	Customer services officer to undertake refresher training

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