

	DEPARTMENT	SERVICE	PERIOD	CATEGORY OF COMPLAINT	NATURE OF THE COMPLAINT / OBSTACLE	LESSONS LEARNT	RESPONSE TO THE COMPLAINANT	SERVICE IMPROVEMENT STEPS	OBSERVATIONS
1	Housing and Property	Housing	01/04/2021 – 31/08/2021	Lack of response/action	Customer felt she was let down as she had not received any response to her request for a house from the Housing Options team. No way of speaking to the relevant officer - left messages but the officer did not call back.	Need to maintain regular contact with clients to ensure they are aware of any developments or changes in circumstances.	Apologised to the customer for the lack of timely response and explained the situation. Assured the customer that the officer in question was in the best position to deal with her application as he/she was aware of her background and situation. <i>Offer a meeting with the customer and other officers to try to progress the matter.</i> Updated the customer that her application was on the system and which Band she was in.	Staff to create reminders on 'Outlook' calendars - to remind them to contact clients at least once every three weeks. Staff allocate time every day to respond to phone calls and enquiries. Carry out a full 'Service Review', and study the steps in providing a service - after an application from a homeless client.	8 complaints under this category
2	Housing and Property	Housing	01/04/2021- 31/08/2021	Behaviour of an Officer	Customer unhappy with how she was treated on the phone after contacting the Service.		This was a recent matter therefore there had been no response so far.		1 complaint under this category
3	Finance	Revenue	01/04/2021 – 31/08/2021	Lack of response/action	Customer complained about no response to their correspondence from the Service for over three months.	Everyone to seek to ensure that correspondence is acknowledged and responded to within a realistic timetable	The Assistant Head of the Service investigated and offered a full apology to the customer for the lack of response. Also explained the situation on Council Tax to him in full and clearly.	Everyone to try to respond at the first opportunity to correspondence from customers. If it is not possible to respond with a full answer in good time, a further confirmation note should be sent in addition to the one generated by the system to explain that the matter is being addressed.	2 complaints under this category
4	Finance	Income and Revenue	01/04/2021 – 31/08/2021	Mistake/incorrect action by the Council	Customer complained that she received a summons due to a mistake on the Service's behalf.	There is a need to remind staff to be careful and take a step back sometimes when they act and to put themselves in the customer's shoes.	The Assistant Head of Service and the relevant Manager within the Service investigated the matter and realised there was an error in the account. Have explained this to the customer and have sincerely apologised for the mistake and the distress caused.	Remind staff of the implications of such mistakes. Ask them all to be very careful when making any changes to avoid such complaints in future.	3 complaints under this category
5	Economy and Community	Maritime	01/04/2021 - 31/08/2021	Language and Equality matters	A complaint was received by a customer who used a mobility scooter to get around. His complaint was that he was unable to access beaches. He was not able to take dogs to the beaches that he was able to access.		The Manager responded to the customer explaining the Beach Access Policy. Explaining that it was currently possible to access all but 2 beaches. Noted also that the Policy was about to be reviewed therefore the situation might change.	An Equality Assessment is usually carried out when making Policies.	1 complaint under this category
6	Economy and Community	Maritime	01/04/2021 – 31/08/2021	Behaviour of an Officer	Customer complained about an officer's behaviour.		This was a recent matter therefore there had been no response so far.		1 complaint under this category
7	Education	Learning Disabilities	01/04/2021 – 31/08/2021	Behaviour of an Officer	A complaint from a customer that an officer called at her home without warning and no appointment. Noted that she had	Arrange to e-mail customer if appropriate from now on to avoid such	An officer from the Service contacted the customer to apologise for any hurt caused by the matter to her and her family. Explained that a letter was sent	Arranged to contact the customer via e-mail from now on to avoid any further difficulties with the post. The officer also offered to arrange	1 complaint under this category

					not received any correspondence on the matter.	problems again of no letters reaching them.	out and apologised that she did not receive the letter for some reason.	meetings on Teams at a time that would be convenient for both parties.	
8	Education	Schools	01/04/2021-31/08/2021	Lack of response/action	A customer complaint that they did not feel that a School Headteacher and Governing Body were doing enough to assist her with a problem she was having of children bothering her during school time and outside school hours. Therefore, she contacted the Council through the Complaints procedure to escalate her complaint as the School procedure had failed.	The need for officers in the Service to accept and understand there is a Corporate Complaints procedure in place and they need to comply with that procedure when a complaint arrives and where the School procedure has failed to address it.	Officer from the Service went back to the customer explaining that there was a new Policy in place at the School and suggested that she should follow the procedure again and resubmit her complaint. The new Headteacher at the School was seeking to move the matter forward. The Head of Service had also taken an interest in the matter and had contacted the customer to apologise for the previous misunderstanding relating to her complaint.	Need to ensure that the Officers understand the Corporate procedure and realise that the procedure is there for a reason to assist both sides to reach a solution and to identify opportunities to Improve Service.	1 complaint under this category
9	Education	Schools	01/04/2021 – 31/08/2021	Unhappy with a Decision	Parent unhappy with the fact that her son does not receive interim alternative education as he is unable to attend school. Felt they were being let down by the Service.	Need to realise the needs of every child, something that suits most might not suit everyone.	The Service explained to the customer that they would arrange for all officers involved with the case to convene after the holiday period to see what support would be best for the family.	Ensure that the Service realises the importance of supporting families. Try to arrange better communications with families if they are uncertain of their requirements.	2 complaints under this category
10	Environment	Planning	01/04/2021 – 31/08/2021	Lack of response/action	Customer complaining about the lack of response from the Enforcement Service.	Need to ensure that files are opened promptly for every case.	The Assistant Head had arranged an investigation and had sincerely apologised to the customer for the lack of response. Explained that it was an in-house error but that the matter had now been corrected. Also explained that the Service was unfortunately under immense work pressure.	Have arranged for an external expert provider to follow up on the matter to address the matter soon and offer a solution to the customer.	2 complaints under this category
11	Environment	Footpaths	01/04/2021 – 31/08/2021	Mistake/incorrect action by the Council	A complaint from a customer that they were not told about a footpath development crossing their land. Council officers had not consulted them on the matter.	Realise the importance of engaging with everyone when such a case affects them.	Service Manager had contacted the customer and apologised sincerely for the lack of engagement in this case. Noted that he would ensure that the relevant officer would contact the customer at the first available opportunity after returning from annual leave.	Seek to ensure that such a situation does not happen again by reminding relevant staff of the importance of engagement.	2 complaints under this category
12	Environment	Transport	01/04/2021 – 31/08/2021	Unhappy with a Decision	Taxi Company presented an issue about the procurement arrangements through the Complaints process	Matter referred through the correct channels and a response was prepared to the company	Head had contacted the customer explaining the situation and the requirements of the tendering process.	Procurement and Transportation have been reviewing the tendering process to ensure that the documentation is clearer from now on.	1 complaint under this category
13	Environment	Transport	01/04/2021 – 31/08/2021	Language and Equality matters	Customer complaining that the taxi taking his child to school and back was changed at short notice. Due to the type of special needs the child has, these changes created serious problems for them as a family.	Realise the importance of contacting customers in every case, as something that might appear trivial to one person could cause a	The Service contacted the customer and had apologised for the problems caused due to the tendering process that took place. Noted that there were deficiencies in the procedure and that they, alongside the Procurement Unit,	Review the tendering arrangements to ensure that no such problems would arise again. Discuss extending the tendering period to three years from now on.	1 complaint under this category

						serious problem for someone else.	were reviewing the process with the intention of improving it.		
14	Adults, Health and Well-being	Adults	01/04/2021 – 31/08/2021	Behaviour of an Officer	Care Providers complaining about the behaviour of an officer and the lack of further communication with them on the matters they raised.	Need to ensure better communication with Service Providers.	Customer Care Officer had investigated the matter and contacted the customer to apologise for any defects in the system. And noted that they had learnt lessons from the complaint.	Record that calling the Provider to discuss matters was often better than sending an e-mail. It would be good practice to confirm the conversation/relevant points on e-mail as a follow up.	1 complaint under this category
15	Highways and Municipal	H&M	01/04/2021 – 31/08/2021	Lack of response/action	Customer complaining about the lack of response from the Highways Service He was waiting for an answer about work that was being carried out near his home.	Ensure that officers try to get back to customers at the first opportunity after investigating their enquiries/concerns/complaints.	The matter was passed to the Service in the first instance through Galw Gwynedd. Due to the lack of response from the Service the matter turned into a complaint. Area manager contacted the customer to find a solution to the situation.	Remind everyone of the importance of responding to customers promptly.	7 complaints under this category
16	Highways and Municipal	H&M	01/04/2021 – 31/08/2021	Mistake/incorrect action by the Service	Customer complaining that she still has not received waste and recycling apparatus despite requesting it some time ago.	Ensure that the apparatus that is available is distributed at the first opportunity. Realise the importance of always letting the customer know what is happening.	The Manager had arranged an investigation and had responded to the customer and apologised that she did not receive the apparatus sooner. He explained to the customer that there was a shortage of some equipment at the time due to the demand for them but he noted that this was not an excuse and she should have received what was available as soon as possible.	Try to ensure that the equipment is consistently available so that customers do not have to wait a long time for it. Ensure also if not all the items on the order are available at the same time, the remainder should be delivered and the customer notified when to expect to receive the items on the order.	1 complaint under this category
17	Highways and Municipal	H&M	01/04/2021 – 31/08/2021	Behaviour of an Officer	A customer complained about a driver's behaviour who had been beeping his horn etc. at her from the lorry when she was out running.	Ensure that staff are reminded of relevant policies in terms of behaviour etc.	Response had not been sent out yet.	Response had not been sent out yet.	3 complaints under this category
18	Highways and Municipal	H&M	01/04/2021 – 31/08/2021	Unhappy with a Decision	Complaint received from a customer who noted that she and her neighbours had been complaining about bins being left out on the pavements from one week to the next by residents. This was attracting seagulls etc. to the street. The matter had been ongoing for over two years.	Try to educate residents to take responsibility to recycle more and to put away their apparatus after collections. Remember to update customers on developments.	Waste and Streetcare Service had worked on a solution for the situation. They had corresponded with the residents and issued a notice that if the bins are not put away then the Council would take them from the street on a specific date. This had been followed up.	If there is a similar problem in another location, look back to see what worked well and take the same steps if needed. Remember to keep in touch with the customers.	1 complaint under this category
19	Highways and Municipal	H&M	01/04/2021 – 31/08/2021	Language and Equality matters	A complaint was received from a customer as the facilities in the men's toilets were unsuitable for baby changing. This was in breach of Equality regulations.	Try to ensure that the Service complies with equality rules from now on by providing resources where possible. Realise the importance of going back to customers to give them an update on the situation.	The Service had offered an apology to the customer for the lack of facilities and explained there was a Strategy in the pipeline to include resources in more toilets in future. It was also unfortunate that not all buildings were suitable to install such equipment due to the type of building, the age of the building etc. It was explained that some toilets were now under the care of Community Councils.	Ensure that officers realise the importance of following up on matters and updating the customer regularly on any developments.	1 complaint under this category

20	Corporate Support	Customer Contact	01/04/2021 - 31/08/2021	Lack of response/action	Customer complaining about how she was treated on the phone by a staff member of the Service. She was passed from one officer to the next.	There is a need to remind all staff of their behaviour on the phone with customers. Also, to remind them what to do in such circumstances in case a similar situation happens again.	The manager contacted the customer on the phone in the first place and apologised for the situation. Explained to the customer that the self-service system was in place to make the type of payment they mentioned on the day. The Service only receives such payments in times of emergency. The Service had not been notified that there were problems with the system by another Service and therefore the message was not shared with the staff to say that they might receive enquiries on the matter.	Team Leader to contact the relevant Service to seek to get better communication to avoid the same from happening again. Should the Service have been notified of the problems they would have been more prepared for the situation. Ensure that all staff are trained on what to do with the system in such a situation.	1 complaint under this category
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