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	DEPARTMENT	SERVICE	PERIOD	CATEGORY OF COMPLAINT	NATURE OF THE COMPLAINT / OBSTACLE	LESSONS LEARNT	RESPONSE TO THE COMPLAINANT	SERVICE IMPROVEMENT STEPS	OBSERVATIONS Please note that the Complaints have been noted under a "Category", not necessarily because their nature are all exactly the same
1	Housing and Property	Housing	01/04/2021 – 31/03/2022	Lack of response/action	<p>Customer felt she was let down as she had not received any response to her request for a house from the Housing Options team.</p> <p>No way of speaking to the relevant officer - left messages but the officer did not call back.</p>	<p>Need to maintain regular contact with clients to ensure they are aware of any developments or changes in circumstances.</p>	<p>Apologised to the customer for the lack of timely response and explained the situation.</p> <p>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.</p> <p>Offer a meeting with the customer and other officers to try to progress the matter.</p> <p>Updated the customer that her application was on the system and which Band she was in.</p>	<p>Staff to create reminders on 'Outlook' calendars - to remind them to contact clients at least once every three weeks.</p> <p>Staff allocate time every day to respond to phone calls and enquiries.</p> <p>Carry out a full 'Service Review', and study the steps in providing a service - after an application from a homeless client.</p>	10 complaints under this category
2	Housing and Property	Housing	01/04/2021- 31/03/2022	Behaviour of an Officer	Customer unhappy with how she was treated on the phone after contacting the Service.	<p>Need to ensure that staff provide the best Customer Care that they can at all times. We must be sensitive to the customer's feelings and show empathy when possible, although, at times, we understand that customers can be beyond challenging.</p>	<p>The Service's Senior Manager has sent to the customer, apologising for the delayed response and explaining that the Manager is currently off sick and that he will get back to her as soon as he will be back in work. After returning to work, the Manager responded to the customer, again, he apologised for the poor customer care service received. Also offered for her to appeal against the decision if she so wished. Note that he had committed for all staff in turn to attend the Customer Care training available from the Organisational Learning and Development Service.</p>	<p>The Service Manager enquired about Customer Care Training for his staff and arranged for them to commit to attending this Training in turn.</p>	1 complaint under this category
3	Housing and Property	Housing	01/04/2021 – 31/03/2022	Mistake/incorrect action by the Council	<p>Customer complaining about the correct operation from the Homelessness and Housing Options Services in relation to her application for a property. Therefore, she feels that she has lost out on being on a list for</p>	<p>Continue to review the implementation of the relevant National Policies in the field on a regular basis. Ensure that the grant payments are still</p>	<p>Senior Manager contacted the customer to give her assurance that the matter is being addressed by the Service. The Policies and/or relevant links to the National Policies was sent to the customer. The Officer responded to the customer explaining that a grant</p>	<p>Need to ensure that customer grant payments are still being paid without delay when an emergency situation arises.</p>	1 complaint under this category

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					more than one house. Customer drew in an officer from Shelter and her Member of Parliament into the matter as well. Also, enquired about a grant payment she was promised.	being arranged urgently for customers if they genuinely need them.	payment was on the way to her. The customer was dissatisfied with the response she received therefore she took her complaint forward to the Ombudsman. The matter is currently being addressed by the Ombudsman.		
4	Finance	Revenue and Income	01/04/2021 – 31/03/2022	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, seeking to comply with the Council's Responding to Correspondence Policy	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 in full soon for whatever reason, then another acknowledgement should be sent to the one that is sent immediately from the system, explaining that the matter is being addressed.	3 complaints under this category
5	Finance	Income and Revenue	01/04/2021 – 31/03/2022	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 place themselves in the customer's shoes.	The Assistant Head of the 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 hurt 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.	5 complaints under this category
6	Economy and Community	Maritime	01/04/2021 - 31/03/2022	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. Where he was able to have access, he was not able to take dogs there.		The Manager responded to the customer explaining the Beach Access Policy. Explaining that it was possible to access all beaches but 2 at the moment. Note 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
7	Economy and Community	Maritime	01/04/2021 – 31/03/2022	Unhappy with a decision	Customer complained immediately to the Head of Service as he had received an invoice to pay launching fees. He did not believe that he was required to pay the fees in question and indeed he believed that GDPR rules had been breached, as he alleged that a member of staff had shared his details with another Service. Also, he complained about the lack of response received to his previous correspondence to the Service.	Although no GDPR rules had been breached, it was good to remind everyone of the rules in question. Also, it was important to remind the staff of the necessity to keep to the requirements of Responding to Correspondence, which is to acknowledge within 7 days and respond within 15 working days where possible. If unable to keep to the timetable, then a further note to be sent out after the	Service Manager has investigated the various complaints in full. There were no grounds to the GDPR complaint, since the details are clear on the company's website, therefore, no rules had been breached in this case. The Manager apologised for the lack of response to the previous correspondence, admitting that the Service had failed on this occasion. Also, a full explanation had been offered to the customer regarding the reasoning behind having to pay launch fees.	Reminded staff of the necessity to comply with the Responding to Correspondence Policy. Also, staff reminded of GDPR rules.	1 complaint under this category

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						acknowledgement note to the customer, to give an update on the situation.			
8	Education	Learning Disabilities	01/04/2021 – 31/03/2022	Officer Conduct	A complaint from a customer that an officer called at her home without notice and no appointment. Noted that she had not received any correspondence on the matter.	Arrange to e-mail customer if appropriate from now on to avoid such problems again of no letters reaching them.	An officer from the Service contacted the customer to apologise for any hurt caused by the matter for her and her family. Explained that a letter was sent out and apologised that she did not receive the letter for some reason.	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 meetings on Teams at a time that would be convenient for both parties.	1 complaint under this category
9	Education	Learning Disabilities and Schools	01/04/2021- 31/03/2022	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 was a Corporate Complaints procedure in place and they needed 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 is seeking to move the matter forward. The Head of Service has also taken an interest in the matter and has contacted the customer to apologise for the previous misunderstanding relating to her complaint.	Need to ensure that the Officers understand the Corporate Concerns and Complaints 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.	3 complaints under this category
10	Education	Schools	01/04/2021 – 31/03/2022	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 will arrange for all officers involved with the case to convene after the holiday period to 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
11	Environment	Planning	01/04/2021 – 31/03/2022	Lack of response/action	Customer complaining about the lack of response from the Enforcement Service	Need to ensure that files are opened for every case on time	The Assistant Head has arranged an investigation and has sincerely apologised to the customer for the lack of response. Explained that it was an in-house error but that the matter has 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 in order to address the matter soon and offer a solution to the customer.	8 complaints under this category
12	Environment	Footpaths	01/04/2021 – 31/03/2022	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 has 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.	1 complaint under this category
13	Environment	Transport	01/04/2021 – 31/03/2022	Unhappy with a Decision	A Taxi Company had presented the matter under a procurement arrangement to the complaints procedure.	The matter was referred to the appropriate process and a response was	Head has 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

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						provided to the company.			
14	Environment	Transport	01/04/2021 – 31/03/2022	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 serious problem for someone else	The Service contacted the customer and has 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, were reviewing the process with the intention of improving it.	Reviewed 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
15	Environment	Licensing	01/04/2021-31/03/2022	Mistake/incorrect action by the Council	Customer complaining that his personal details had been shared with others by the Service and thus breaching GDPR Rules.	Service had referred itself to the Data Protection Officer for an investigation immediately when the error had been identified. Staff need to be reminded of the implications of GDPR and the need to send a hidden copy (BCC) if sending an e-mail to many at the same time.	The Service Manager sent an apology to everyone involved with this at the first opportunity once the Service realised that a mistake had happened. Also had explained to them that the Service had contacted the Data Protection Officer voluntarily, asking her to investigate the situation regarding the GDPR breach. Data Protection Officer had confirmed that she had conducted a full investigation and intending to revisit the matter again within 3 months to ensure that things have improved.	Need to remind everyone of the importance of complying with the Data Protection Act. No breaching the conditions of the Act, etc. Also asked staff whether they had made a mistake in order to be able to look at the situation immediately.	1 complaint under this category
16	Adults, Health and Well-being	Adults	01/04/2021 – 31/03/2022	Officer Conduct	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 has 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 a matter 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
17	Adults, Health and Well-being	Adults	01/04/2021-31/03/2022	Mistake/incorrect action by the Council	The customer felt that the Service was not giving the family enough clarity on financial matters when arranging a support package for a member of the family.	Need to ensure in the future that a robust procedure is in place to discuss financial matters like this with the family at the first opportunity, to avoid another similar complaint.	Customer Care Officer has investigated the matter in full and apologised for any lack of discussion and explaining to the customer what had happened. Customer got back to say thanks for the response and explanation, and saying that he was satisfied with the response but asked the Service to seek to ensure that this did not happen to anyone again.	Head of Service thanked everyone who was involved in the investigation/response. He certainly saw this as an opportunity to learn lessons and prevent similar complaints in the future. Therefore, he would be asking the Senior Managers to ensure that a clear message about the need to explain and discuss the financial elements in full with individuals and/or families being shared with all relevant staff within a fortnight.	1 complaint under this category
18	Highways and Municipal	PAB	01/04/2021 – 31/03/2022	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 were trying 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 in this category

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19	Highways and Municipal	PAB	01/04/2021 – 31/03/2022	Mistake/incorrect action by the Service	Customer complaining that she still has not received waste and recycling equipment despite requesting it some time ago.	Ensure that the equipment that is available is distributed at the first opportunity. Realise the importance of always letting the customer know what is happening	The Manager has arranged an investigation and has responded to the customer and apologised that she did not receive the equipment sooner. He explained to the customer that there was a shortage of some equipment at the moment due to the demand for them but he note 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 them. Ensure also if not all of 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.	4 complaints in this category
20	Highways and Municipal	PAB	01/04/2021 – 31/03/2022	Officer conduct	Customer complaining that two recycling lorries had parked on the road side by side, and it appeared that the crews were chatting. According to the customer, this caused a hazardous situation for other people who were trying to travel on the road.	Ensure that staff are reminded of relevant policies in terms of behaviour etc.	Team Leader contacted the customer and apologised for the situation. Explained the reason why this situation had arisen and also confirmed that the staff had been reminded about road safety, etc.	Seek to ensure that no such incident happens again. Although the crews were trying to help each other out after changes in the routes, they should not have stopped side by side on the highway to discuss this and thus creating a hazardous situation for themselves and to others.	2 complaints in this category
21	Highways and Municipal	PAB	01/04/2021 – 31/03/2022	Unhappy with a Decision	Complaint received by a customer who noted that she and her neighbours have 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 has been ongoing for over two years.	Try to educate residents to take responsibility to recycle more and to put away their bins after collections. Remember to update customers on developments	Waste and Streetcare Service has worked on a solution for the situation. They have corresponded with the residents and issued a notice that if the bins are not put away then the Council will take them from the street on a specific date. This has 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 in this category
22	Highways and Municipal	PAB	01/04/2021 – 31/03/2022	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 has 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 are 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.	2 complaints in this category
23	Corporate Support	Customer Contact	01/04/2021 - 31/03/2022	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 was 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	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 in this category

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							not shared with the staff to say that they might receive enquiries on the matter.		
24	Legal	Legal	01/04/2021-31/03/2022	Lack of response/action	Customer complaining about the lack of response from the Service to four pieces of correspondence he had sent to them	Reminding all staff about the importance of getting back to the customer with a regular update if they were unable to respond in full	After receiving 4 reminders from the SIO, the Head of Service confirmed that a response had been sent out to the customer.	Seek to ensure better communication within the Service with the customers. Reminding them of the Responding to Correspondence Policy and the Responding to Concerns and Complaints Policy.	1 complaint under this category