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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	01/04/2022 – 31/03/2023	Lack of response/action	Customer complaining that his details had not been passed on to the Housing Options Tea, in a timely manner as promised by an officer from the Homeless Service	Need to ensure that training in dealing with complaints is organized for all relevant staff in the department.	Team Leader investigated the situation and responded to the customer, explaining the situation, and explaining further that his case worker is now back at work and will contact him at the earliest opportunity.	A meeting was arranged with several staff within the Service who dealt with complaints, in order for them to understand the procedure and the expectations on them, to respond etc. Unfortunately, not all the officers attended the meeting, but a good meeting was had with those that did attend.	4
2	Housing and Property	Housing	01/04/2022- 31/03/2023	Unhappy with a decision	Customer complaining about several issues that she was not happy with regarding the Homeless Service. She did not feel she was getting any support from them.	Complex complaint, across two Services, Social Services and Homeless Service. Always necessary for customers to feel and be supported, and that they are given updates often about their situation.	Mater was passed to the SIO by the Head of Service and the SIO phoned the customer to assure her that the matter was now receiving attention. SGG confirmed this to the customer by email too. The Service informed the customer that they had held a meeting with Social Services to discuss her concerns. Update given by the Service that the customer had now been offered a property and she would be able to move in once the work had been finished on it.	Staff need to ensure that no customer feels that they are not supported. Ensure that they are given updates after about their situation, even though maybe sometime there is not a lot to say. It is so important to keep in touch with the customer. When the One Stop Shop is fully operational, hopefully this will assist with such problems.	1
3	Housing and Property	Housing	01/04/2022 – 31/03/2023	Error/incorrect action by the Council	Complaint from a customer that he has once again received a letter from the Housing Service, even though they had responded to his complaint about the matter back in December. Unless the matter is resolved this time, he will be taking the matter on to the Ombudsman. He had sent the complaint directly to the officer in Housing and sent a copy to Cwynion	Always ensure that the correct files are used in every case.	The officer in the Service responded straight away, apologising, and admitting that an error on her behalf had caused the problem. She had used the incorrect spreadsheet when preparing the letters to go out. She assured the customer that his details were correct and up to date on the current spreadsheet.	If an error happens at any time, an officer should, like the officer in this instance, admit to and apologise for the error. Also try and ensure that it does not happen again.	2
4	Finance	Revenue and Income	01/04/2022 – 31/03/2023	Lack of response/action	Customer complaining about a lack of response to his correspondence to the Treth Cyngor Inbox. A generic response had been received, claiming that	The Service need to change the timescale noted in the generic email, in order to address customer	The Manager of the Service responded straight away and apologised for the earlier lack of response, also explaining the reasons why there had been a lack of a timely response.	There is a need to ensure that customer expectations are managed better, by being realistic with the wording and timescale given in the acknowledgment email. It is clear,	6

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					a response would be sent in a specific timeframe, but this did not happen.	expectations. If customers are aware that a Service are unable to respond until a specific time, then this will be easier to accept.		that the 14 days given in the email are not sufficient in every case, therefore it would be better to change the wording to a more realistic timescale.	
5	Finance	Income and Revenue	01/04/2022 – 31/03/2023	Error/incorrect action by the Council	Customer complaining that the Service had made errors with his Council Tax account, twice. When he reported the matter the first time, it was resolved, but that was apparently changed afterwards for some reason. He has since received a bill but is unhappy to pay it all due to the errors that have been made by the Service	Always ensure that any amendments etc are followed up in a timely manner, in order to avoid further problems to the customer.	The Manager responded straight away and apologised for both errors. He also offered compensation x 2 for the errors that had occurred.	It is important to ensure that all files etc are updated correctly and in a timely manner. Also, that notes are added to the system, explaining what has gone on in case another officer needs to deal with the matter.	1
6	Education	Payroll - Education Service	01/04/2022 – 31/03/2023	Error/incorrect action by the Council	A customer complained about a deficit in her Teachers Pension account. She had paid over £11,000 into the account but there was no record of this on her account for some reason. She had tried to resolve the matter with an officer in the Education Service several times, but he never got back to her about the matter. She noted that she was aware of other having the same problem too.	It is important to ensure that payments are always checked and administered correctly and in a timely manner. It is very important that if an officer has promised to get back to a customer with a response on the matter that they actually do that.	A Senior Officer in the Service investigated and responded by apologising to the customer. He noted that an officer had confirmed he had discussed the matter with her previously, but he admitted at not having got back to her at the time. The matter has now been resolved and the account corrected. The officer will also look at other accounts of staff from the School to ensure there are any problems with those accounts,	An officer is going to look at the other pension accounts held by staff from the same School who transferred at the same time in case there is a similar problem with any other account. Also, in future the officer will try and respond to a customer as soon as he can after any discussions with them.	2
7	Environment	Planning	01/04/2022 – 31/03/2023	Lack of response/action	Customer complaining about a lack of response from the Planning and Biodiversity Service. He had contacted them several times but did not get any response.	Always important to ensure that customers receive updates about their situation. If there is a problem in gaining a response internally then it is important to assure the customer that the matter is receiving attention and that a response will be sent shortly.	The Assistant Head of Service investigated and responded to the customer, and he apologised for the errors in responding in a timely manner. He explained why there had been some delay and noted he understood that a response had since been given. He thanked the customer for his continued patience with the situation.	Important to understand the importance of sending an update to customers if it is not possible to respond fully to them in a timely manner for whatever reason.	9
8	Environment	Footpaths	01/04/2022 – 31/03/2023	Lack of response/action	Customer complaining the he could not get a response to his previous correspondence from the Service, and also complaining that he could not get a response on the phone when he tried to contact them.	It is important to try and ensure that all correspondence receive attention in a timely manner. It is also important to arrange telephone cover if an officer is	An officer from the Service phoned the customer back straight away, apologising that nobody had responded to him and that he could not get through on the phone. An explanation was given to the customer about eh situation and this was confirmed by email too.	It is important to ensure that all correspondence received, needing a response, that a response is given in a timely manner in accordance with the relevant Council policies.	1

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						unavailable to answer the phone at any time.			
9	Environment	Transport	01/04/2022 – 31/03/2023	Language and Equality matters	A complaint by a customer about a local bus company about the lack of support given by the driver to her and her husband who are both disabled. She had complained to the company directly but was not happy with their response.	It was a matter for the bus company to discuss the complaint with the driver and to ensure that he followed the guidelines he was meant to regarding assisting with the ramp to get on and off the bus.	The Service investigated the matter, and they contacted the relevant bus company. The confirmed to the customer that the matter would be discussed internally in the bus company with the driver in question. It was confirmed that any driver is expected to assist with pulling out the ramp etc to assist customers to get on and off the bus. The Service asked the customer to let them, and the bus company know if they encountered such a problem again.	Ensure that all the companies ensure that their drivers, comply with the requirements, at all times.	1
10	Environment	Parking and Street Works	01/04/2022 – 31/03/2023	Unhappy with a decision	A customer was very unhappy about receiving a parking fine at the Ysbyty Gwynedd car park. She stated that the signage was not clear.	Ensure that the Property Service of Ysbyty Gwynedd ensure that all markings/signage etc are clear in all the car parks from now on.	The Parking Officer contacted the customer on receiving her complaint, she also discussed the matter with the Equality Officer. The PO contacted the company dealing with the fines to put the fine on hold until a full investigation had been held with the Health Authority.	Follow up the matter of signage/markings with the Health Authority to avoid such an occurrence again.	1
11	Environment	Land Searches	01/04/2022-31/03/2023	Lack of response/action	Customer complaining about a lack of a timely response from the Service. He had been informed that a response would not be available until mid-October, this meant he was likely to lose out on selling/buying a property once again due to the lack of a timely response.	Always important to ensure that searches are responded to in a timely manner. If a delay is likely, then it is important to inform the customer of this, in order to manage their expectations.	The Assistant Head of Service investigated and responded to the complaint. He apologised to the customer for the lack of a timely response and explained why this had happened, new systems etc. He had contacted an officer on receiving the complaint and asked her to ensure that an urgent response was now given. He thanked the customer for his continued patience with the matter.	Always try and ensure that responses are sent out in a timely manner. If for some reason there is to be a delay, then it is important to inform the customer of this. So important to manage expectations.	2
12	Environment	Building Regulations	01/04/2022 – 31/03/2023	Lack of response/action	A complaint by a customer for a lack of response to his correspondence dated 31/01/23, and also a lack of response to his Freedom of Information request. He was worried that the property he was in was dangerous.	Important to always ensure that a timely response is given to customers when they contact the Council.	The Service Manager responded and apologised for the delay in responding to his initial correspondence. The Manager responded to the customer's questions. Customer came back to noted he appreciated the response given.	Always important to respond in a timely manner when any correspondence comes in.	1
13	Economy and Communities	Libraries	01/04/2022 – 31/03/2023	Language and Equality matters	Customer complaining that she received an English only response by email as confirmation of booking tickets at Neuadd Dwyfor.	Always try and adhere to the Language Policy etc	An officer contacted the customer straight away on receiving her complaint and she apologised for the problem. She explained that usually the response was sent out in the language that the order was made. Upon receiving the customer's complaint, the system has been changed so that all responses are now bilingual.	The officer saw an opportunity to improve their service and now the responses are sent out bilingually, whatever language the order was placed.	
14	Economy and Communities	Museums	01/04/2022-31/03/2023	Lack of response/action	Customer complaining about a lack of response to Storiell when she offered items belonging to	Important to always ensure that a timely response is given to	Assistant Head of Service investigated and responded to the customer, apologising for the lack of response, and	Arrangements have been put in place for staff to check the Spam folder in	1

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					her father when he was very young to be displayed. The customer felt she was being ignored and that the Service had been very rude towards her by not responding. She had come up to Storiel on a Saturday with the items but when she arrived the building was closed and there was no note there explaining why.	customers when they contact the Council.	explaining why this had happened, also apologising that the building had been closed at short notice. He explained that her email had unfortunately gone to the Spam folder, staff don't usually check this folder. Now arrangements had been made for staff to check this folder now regularly.	case any correspondence is being missed.	
15	Highways, Engineering and Consultancy	Highways	01/04/2022 – 31/03/2023	Lack of response/action	A customer complained that the Council had still not resolved an ongoing flooding problem which had caused her flooding once again. She has had to claim on her insurance due to the flooding.	Important to always ensure that policies are kept to in responding in a timely manner to customers.	Area Manager responded to the customer and apologised for the delay in responding. He explained the situation and gave her an update of the steps now being taken to move the matter forward in order to improve the flooding situation. He explained that the officers would give her updates from now on.	Always import to respond to customers in a timely a manner and if a promise is made to get back to them, to ensure that this is done.	1
16	Highways, Engineering and Consultancy	Highways	01/04/2022 – 31/03/2023	Error/incorrect action by the Council	Customer complaining about the narrow road in his area, which means that the large refuse lorry and the gritter are unable to gain access. He feels that they as residents are not receiving the same standards of service compared with everyone else due to the narrow road. He also complained about a broken streetlight, and missed waste collections. He suggested that the Council bought a new smaller gritter to get up the lane.	Important to always ensure that a timely response is given, regarding missed waste collection, or to fix a streetlight.	The Assistant Head of Service investigated and responded. He apologised for the delay in responding and explained the reason for that was that he had to coordinate a response with several Services in order to respond to everything in the customer's complaint. He explained that there had been waste collection problems in the area unfortunately, due to several reasons, staff illness, broken lorries etc. The delay in fixing the lamp was due to the Council having to get a response from Scottish Power before being able to move on. He explained that the salt bins in the area had been refilled regularly, and that unfortunately the Council did not have resources to buy a smaller gritter to do the job.	Remind staff of the importance of responding in a timely manner.	5
17	Environment	Waste and Recycling	01/04/2022 – 31/03/2023	Error/incorrect action by the Council	Customer complaining about regular missed green waste bin collections. He explained that the recycling and Garden Waste collections were fine. The customer takes his bins to the bottom of the road to assist but it still gets missed.	Ensure that staff know if there are any changes to the route/collection needs etc	The Service Manager investigated and responded and apologised to the customer for the missed collections. He explained that there had been a misunderstanding between the collectors, and this had caused the problem. That now appeared to be sorted. The Manager offered the customer to contact him directly should he encountered any further problems.	Ensure that staff understand the requirements on the routes they undertake.	1
18	Environment	Waste and Recycling	01/04/2022 – 31/03/2023	Staff conduct	A customer sent an email of complaint about an officer driving dangerously. A photo was sent of	Remind staff of the need to drive carefully, at all times.	The Service Manager responded to the customer, he apologised for not replying sooner, and also apologised for the	Remind the driver to be careful and mindful of others on the road.	7

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					the vehicle together with a video of the incident.		incident. He explained that they had spoken to the member of staff in question about the incident. Due to this being a staffing matter he was unable to note anything further about the situation unfortunately.		
19	Environment	Waste and Recycling	01/04/2022 – 31/03/2023	Error/incorrect action by the Council	Complaint about regular missed waste/recycling and garden waste collections. Customer noted that when he complained online, he did not get a response, and the collection does not usually happen until the next scheduled one. He is very disappointed with the Service.	Communication with the customer is so important so that they are aware of what is happening if collections are missed.	The Manager investigated and responded to the customer, apologising for the missed collections, and explaining that staff absence meant that the Service was not able to complete all the requirements at times. He further explained that they were doing their utmost to ensure collections for everyone.	If the Service states that they are going to return to pick up a missed collection, if this has not happened for whatever reason at on the time given, then it is important to try and inform the customers in question of this.	1
20	Corporate Support	Registration Services	01/04/2022- 31/03/2023	Lack of response/action	A customer had sent an email on behalf of her daughter, who had been waiting for over a week for a response confirming dates from the Service.	Ensure a timely response at all times. If unable to contact a customer on the phone, contact should try and be made in other ways, eg by post.	Team Leader contacted the customer on the phone. She apologised that the staff had not been able to contact her daughter on the phone, she confirmed that a response had been sent to the daughter now confirming the dates. The customer confirmed that a response had now been received therefore the matter had been sorted.	Remind everyone of the response timescale and what to do if contact cannot be gained over the phone.	1
21	Corporate Support	Registration Services	01/04/2022 – 31/03/2023	Staff conduct	Customer complained about the conduct of a member of staff when he came in to register a friend's death. The staff member was complaining for having to work late the previous evening, the customer felt she did not offer any sympathy and her questioning was not empathetic at all.	Ensure that officers conduct themselves appropriately on all occasions. Offer support/training to the member of staff if this was required.	Team Leader responded to the customer by apologising and thanking him for his comments, which she assured him were being taken seriously. She explained that the Team Leader would be discussing the matter of her conduct with the staff member in her next 1:1 session. She also confirmed that the matter had been passed on to the Head of Service as per the customer's request.	Ensure that staff understand the requirements of the role, and conduct themselves appropriately at all times. The Team Leader to discuss her conduct with the member of staff, and to try and find out if there is something troubling her, and offer relevant support if required.	1
22	Legal	Legal	01/04/2022- 31/03/2023	Lack or response/action	Solicitors complained for a lack of response again from the Legal Service. They had attached copies of previous correspondence to support their complaint.	It is necessary to respond in a timely manner to all correspondence. If it is not possible to respond in a timely manner the customer should be given an acknowledgement and should be update if there is likely to be any delay in responding.	Head of Service investigated and explained to the customer that there had been some staff changes in the Service some weeks ago. He apologised that the matter had therefore been missed during the changes, he also ensured that an officer would now look into the matter as soon as possible.	Essential to ensure a timely response to all correspondence whatever the circumstances.	4