

APPENDIX 1

	DEPARTMENT	SERVICE	PERIOD	CATEGORY OF COMPLAINT	LESSONS LEARNT/SERVICE IMPROVEMENT STEPS	SYLWADAU Plis nodwch fod y Cwynion wedi eu nodi o dan “Gategori” nid o reidrwydd am fod eu natur i gyd yn hollol yr un fath
1	Housing and Property	Housing	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming.	2
2	Finance	Revenue	01/04/2025 – 30/09/2025	Error/incorrect action by the Council	The importance of ensuring accuracy with customers' accounts, and the need to try to resolve problems for them at the first opportunity.	2
3	Finance	Revenue	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming.	3
4	Finance	Revenue	01/04/2025 – 30/09/2025	Unhappy with a decision	Services had worked together, discussed the way forward and offered an explanation for the decision, whilst at the same time offering the customer assistance on how he might now be eligible for a discount if his situation had changed.	1
5	Finance	IT	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming. Always try to keep the customer in the loop if there is a delay in being able to respond and offer a solution.	1
6	Corporate Services	Registration Service	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff that things need to be followed up in a timely manner if waiting for a reply from someone else to be able to offer a full resolution to a customer. Always try to keep the customer in the loop if there is a delay in being able to respond and offer a solution.	1
7	Environment	Planning	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming. Always try to keep the customer in the loop if there is a delay in being able to respond and offer a solution.	3
8	Environment	Waste and Recycling	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner and offering a solution at their first opportunity.	1
9	Environment	Waste and Recycling	01/04/2025 – 30/09/2025	Error/incorrect action by the Council	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to	1

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					be honest and willing to offer an explanation, for the shortcoming. It's important to look at how many times a customer has had to complain about the same problem, and if that's more than once, it's clear that the matter needs to be resolved.	
10	Environment	Transportation	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming.	2
11	Environment	Public Protection	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner and offering a resolution at their first opportunity.	1
12	Education	Education	01/04/2025 – 30/09/2025	Error/incorrect action by the Council	The Service has realised that the wording of documents should be re-examined to ensure that clear information is available and given to a customer, at all times.	2
13	Highways, Engineering and Consultancy Service	Priffyrdd	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming.	1
14	Legal	Legal	01/04/2025 – 30/09/2025	Lack of Response/action	Remind staff of the importance of responding to customers in a timely manner, and if they fail to respond in a timely manner, to be honest and willing to offer an explanation, for the shortcoming.	1