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	DEPARTMENT	SERVICE	PERIOD	CATEGORY OF COMPLAINT	NATURE OF THE COMPLAINT / OBSTACLE	RESPONSE TO THE COMPLAINANT	LESSONS LEARN/ 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	01/04/2023 – 31/03/2024	Error/incorrect action by the Council	Customer complaining about the Empty Houses Grant, he felt there are failings in the process. He had questioned this with the Service, and they suggested that he made a complaint to challenge the process.	An Officer investigated and realised that possibly there had been some misunderstanding. He apologised to the Customer for that, and he stated that he had arranged a meeting with the Team to discuss what they could do to avoid this happening again. He wished the customer all the best in his new home.	The investigating Officer arranged to discuss the contents of the complaint with the Team so that they could try and ensure that they don't receive a similar complaint in future. He also reminded them of the importance of managing customer's expectations and, also keeping in contact with them regularly as required. Ensuring that a clear explanation was given to the customer on how the process works at the beginning.	1
2	Housing and Property	Housing	01/04/23 – 31/03/24	Lack of response/action	Customer has already waited 5 months for the Service to pay his invoice. He has contacted them several times and they say they will pay but up to date he has not had a payment.	The Manager of the Service investigated the matter and contacted the customer to apologise for the delay and authorised the payment. Customer satisfied with the resolution.	The Service realised the importance of paying invoices in a timely manner and to keep the customer informed if there are any issues regarding a payment.	1
3	Housing and Property	Property	01/04/23 – 31/03/24	Lack of response/action	Customer complaining about a lack of response from the Service. They had promised to respond by a specific date, but they have still not done so.	Head of Services investigated and responded to the customer, and she apologised for the delay in providing the information. She also explained that unfortunately they did not have all the information she had asked for.	Head of Service will remind the Team of the importance of responding in a timely manner, apologising if there has been a delay, and explain to the customer that unfortunately it is not possible to provide all the information they have requested if that is the case.	1
4	Finance	Income	01/04/2023 – 31/03/2024	Staff conduct	Customer complained about the conduct of a member of staff on the phone. The customer felt she was very rude and was always cutting across him when he was trying to speak. She had not	The Manager of the Service phoned the customer to discuss the complaint. He apologised for the incident and the matter was resolved during and as a result, of the phone call.	The Manager will remind the Team of the importance of always being polite and remind them to listen and not cut across when a customer is talking. Also, if there is	1

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					offered an apology even though she had admitted that the Service had made a mistake.		a problem, to apologise where appropriate.	
5	Finance	Revenue	01/04/2023 – 31/03/2024	Lack of response/action	Customer complaining about the lack of a response to his correspondence by the Service since March. He noted that even though he had contacted them, his bill had not been corrected. He noted further that this had also happened last year.	An Officer acknowledged receipt of the customer's complaint straight away and apologised for the lack of a timely response previously. He noted that he would respond fully after investigating the matter. The Officer did this as soon as possible and he also amended the bill accordingly.	Ensure that customer contact is kept regularly. If it is not possible to respond fully immediately, then an acknowledgement should be sent to manage customer expectations. Sometimes it might be necessary to amend automatic acknowledgment responses from the system, so that a customer can have a real indication of when they may expect a response.	6
6	Finance	Revenue	01/04/23 – 31/03/24	Error/incorrect action by the Council	Customer complained directly to the Service that he had received a letter from them for non-payment. He explained that he had provided them with the relevant information in good time.	The Manager of the Service responded to the customer, apologising for the situation, and informing him that he was sending a copy of the response to Cwynion in order that the complaint could be recorded formally as an error by the Service.	Manager to discuss the complaint with the Team and remind them of the importance of updating information and checking data before sending letters out.	2
7	Finance	Payroll	01/04/2023 – 31/03/2024	Language and Equality Issues	Complaint that the Customer had received an English only form for his wife when she was ill and off work from School. He felt that they should at least have been offered a bilingual form if there was not a Welsh version available.	The Service had discussed the matter in their Performance Monitoring meeting as the Local Member had also highlighted the matter on behalf of the customer. The Head of Service responded to the Customer, apologised for the error, and assured him that bilingual copies were available.	Ensure that bilingual copies of documents are always available within the Service.	1
8	Finance	Payments	01/04/23 – 31/03/24	Error/incorrect action by the Council	Customer complained that she received correspondence from the Council and that her details were incorrect on it, even though she had given the Council her new details.	The Manager of the Service investigated the complaint and responded to the customer by apologising for the situation and confirming that they had now updated her details of the system.	Manager to discuss the complaint with Team and remind them of the importance of updating data on the system in a timely manner whenever information is passed on to them either by the customer or by another Service.	1
9	Environment	Planning	01/04/2023 – 31/03/2024	Lack of response/action	Customer is unhappy with the level of service he has received. A lack of a timely response to his correspondence.	The Assistant Head of Service responded to the customer, apologised for the lack of a timely response, and explained what had caused this.	Always try and ensure that correspondence is at least acknowledged if it is not possible to respond immediately. Remind all staff the importance of keeping in contact with customers.	14
10	Environment	Transportation	01/04/2023 – 31/03/2024	Language and Equality Issues	A customer complained that street names were given in English on street closure notices. He noted that this was against the Council's Policy of using Welsh street names.	The Manager of the Service responded to the customer, apologising, and empathised with the situation. She explained why the details were usually bilingual. At the same time, she explained that the Service were open to changes that were of true benefit	As a result of the complaint, Service Manager to contact the Legal Service to discuss the matter. Be open to residents' ideas were appropriate.	1

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						to the County's residents, therefore the Service would pass on the comments to the Legal Service for their opinion if it would be possible to note things in Welsh only from now on.		
11	Environment	Transportation	01/04/2023 – 31/03/2024	Error/incorrect action by the Council	Complaint from a customer that work had started on a footpath near his home without the residents having any notice of this. He referred to correspondence and to a chat he had previously with an officer about the matter.	The relevant Officer apologised for the lack of a timely response previously. He explained the Service's stance and decision on the matter, and he hoped that this would ease the customer's fears. Customer was satisfied with the response.	Remind staff of the importance of keeping in contact with customers to alleviate their fears, especially if it is not possible to respond fully to their correspondence immediately.	1
12	Environment	Transportation	01/04/2023 – 31/03/2024	Lack of response/action	Complaint about a lack of a timely response by the Service from a customer, about yellow lines in her locality.	In his response the Officer explained the stance of the Service, and he hoped that this would alleviate the customer's fears. Customer was very grateful for the assurance.	Always try and ensure that contact is made with the customers to update them on matters as and when necessary.	1
13	Environment	Building Regulations	01/04/2023 – 31/03/2024	Lack of response/action	Complaint about a lack of a timely response to correspondence.	The Manager responded and apologised for the lack of a timely response. Customer came back with a few questions and asked for a chat or meeting with the Manager. Following the discussion, the customer expressed that he was happy now, and he wanted to apologise for having to complain, but at the time he was under pressure unfortunately.	Always try and ensure that contact is made and kept with customers, to update them on situations whenever possible, in order to try and alleviate any fears, they may have about the matter.	2
14	Environment	Paths/Rights of Way	01/04/2023 – 31/03/24	Lack of response/action	Customer complained that the Service had not responded to her and provided her with the information she had requested in a timely manner.	An Officer responded to the complaint, but the customer came back unhappy with the response, therefore the matter was passed on the Head of Service for a further response.	Officers are reminded of the need to make every effort to respond in a timely manner whenever possible, and to explain to a customer if it is not possible to provide any information they had requested. Keep in contact with customers to update them when necessary.	1
15	Environment	Parking and Street Works	01/04/2023 – 31/03/2024	Error/incorrect action by the Council	Customer complained that there had been a breach of Data Protection in the Service as they had released information about him without his consent.	The Manager discussed the details of the complaint with the Data Protection Officer and responded to the customer apologising for the situation.	Remind staff of the Data Protection rules. Ensure that all officers remember to always keep all data secure and remind them that data is only to be used for the purpose it is kept.	1
16	Environment	Waste and Recycling	01/04/2023- 31/03/2024	Lack of response/action	Customer noted that he had complained many times since January 2023 about constant missed collections. The response	Manager apologised to the customer for the missed collections, and he explained the reason for them. He also noted that	Arrange for the Team Leaders to monitor the situation for a while, hopefully the problem has been resolved and there will be no reason for a further complaint.	7

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					he always got was that a staff member was off ill. He was obviously not happy with the situation. He also complained about not being able to pay online.	the Team Leaders would now be monitoring the situation for a period. He also explained why the customer was unable to pay for the contract online.		
17	Environment	Waste and Recycling	01/04/2023 – 31/03/2024	Error/incorrect action by the Council	Customer complained about constant missed collections, and, also complained about the response he was given after one complaint, noting that there was a strike. He noted that this was not the only complaint he was referring to.	Manager responded and apologised for the earlier lack of a timely response. He also explained that the Service had been restructured. He apologised that the customer had suffered the missed collections and noted that the Service would now hopefully improve.	Try and ensure timely responses to customers when they contact the Service. Restructuring had taken place, and this seems to have improved the situation. Remind staff of the importance of always responding to customers when they contact the Service. Be honest, and explain where possible, why missed collections have occurred, if a customer is given the reason for a situation they will be happier to accept it.	25
18	Environment	Waste and Recycling	01/04/2023 – 31/03/2024	Staff conduct	Customer complained about the conduct of a waste collection officer who called at her home. Noting that he had upset her etc.	Manager apologised to the customer for the lack of a timely response also for any stress that arose due to the conduct of the officer in question. He explained that the Service take such complaints seriously and they would follow the usual procedure regarding the matter. He further noted that as this was a staffing matter, he would obviously not be able to share any outcomes with the customer as they would be confidential.	Manager to remind staff to be polite to customers, at all times.	1
19	Education	Additional Learning Support	01/04/2023- 31/03/2024	Lack of response/action	Customer complained that she felt her son was not receiving the support he should be getting from the Special Education Service. She felt that nobody took the situation seriously when they conduct assessments etc. The school send things, but nobody visits her to see her son.	An Officer contacted the customer immediately to give her an update on the situation. Customer came back to thank the Officer for the contact, and she explained that she had heard a little about the matter after chatting to someone from the school. She thanked the Officer for looking into the matter on her behalf. Officer then responded in full explaining the reasoning for the earlier delay and confirming that the Panel had agreed to increase the hours of support.	Remind staff of the importance of keeping in contact with customers to alleviate any concerns they may have, if not possible to respond fully immediately.	6
20	Education	School transport	01/04/2023 – 31/03/2024	Language and Equality issues	Customer complaining that his son did not receive adequate support in School when he was ill with Covid. The complaint had	SIO explained to the Service that all issues involving Equality need to be copied to the Equalities Officer too, who can offer support if necessary.	Remind staff of the importance of keeping in contact with customers to alleviate any concerns they may have, if not possible to respond fully immediately.	2

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					been sent to the school and to the Head of Service. Customer felt that the Service and the school were breaking Equality regulations by not offering support to his son.	An Officer from the Education Service contacted the customer to arrange a meeting at a convenient time to discuss his complaint. Customer was happy with this.	Also make staff aware that any complaints regarding equality issues need to be copied to the Equalities Officer too, and that she is available to assist if necessary.	
21	Highways, Engineering and Consultancy	Highways	01/04/2023 – 31/03/2024	Lack of response/action	Customer had reported a problem on the road, he did not get a response for over a week. He was not happy with this level of service and when he questioned things further, he got the same response. He felt fobbed off by the Service and was not happy that nobody seemed to take his report of the problem seriously. He now wanted to be sent copies of reports between 2021 and 2023 to see what the Inspector had said about the condition of the road.	Area Manager responded to the customer explaining that work had to be prioritised etc. He sent him the requested documents. He also confirmed that they would continue to monitor the situation and any repair works would be carried out as and when necessary.	Remind staff of the importance of responding in a timely manner to all customers. Also, to give them updated when possible.	3
22	Economy and Communities	Maritime Services	01/04/2023 – 31/03/2024	Staff conduct	Customer complained about the conduct of an officer. He felt he was being very disrespectful, he had expected an apology from him, but since this had not happened, he decided to send in a complaint.	In his response the Manager apologised for any concern that had arisen and he also explained everything that was previously unclear to the customer.	Remind staff to be always polite to customers. Explain what they should do if a customer is being challenging, there is support available.	1
23	Economy and Communities	General	01/04/2023 – 31/03/2024	Error/incorrect action by the Council	Customer complained about the lack of timely and clear communication from the Service regarding the Plan to Upgrade a Car Park.	Assistant Head of Service responded and apologised for the lack of timely information given about the meeting held. He noted that the Service had learnt lessons from the situation and from now on they will ensure to advertise such meetings.	Ensure that going forward they need to improve communication with residents. If they hold meetings, then they need to inform customers of these in a timely manner so that they may attend if they wish.	4
24	Corporate Support	Registration Services	01/04/2023 – 31/03/2024	Unhappy with a decision	Customer complained that they were not able to get married in the Council Chamber as arranged. Customer was very unhappy and felt that the day had been ruined. She had hoped to have official photographs taken in the Chamber to celebrate becoming a British Citizen after the wedding.	In her response the Officer apologised for the situation, and she explained that an emergency meeting had been called in the Chamber and therefore unfortunately it could not be used for the marriage ceremony. The Officer offered the couple to arrange to come in at a convenient time to have photos taken in the Chamber if they wanted to.	The Service have done everything possible already to try and resolve the complaint for the customer.	1
25	Legal Services	Legal	01/04/2023-31/03/2024	Lack of response/action	Complaint by a customer for the lack of a timely response from the Service.	Head of Service responded, apologising for the lack of a timely response.	Remind staff of the importance of responding in a timely manner to all	3

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							customers. Also, to give them updated when possible.	
26	Social Services	Children's Services	01/04/2023 – 31/03/2024	Unhappy with a decision	Customer complained that she was not happy with a situation in a nursery which was part of the school that she used. She felt that the changes would affect her and the other parents.	An Officer from the Service contacted the customer to discuss her complaint. A meeting was arranged, and the customer was happy that her concerns had been addressed.	Remind staff of the importance of responding in a timely manner to all customers. Also, to update them when possible, especially if they are aware of the customer's concerns.	1