

**APPENDIX 1**

	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	01/04/2024 – 31/03/2025	Unhappy with a decision	Complaint received as a Premature one from the Ombudsman. Customer complaining that she and her child were allocated an unsuitable property. (She is on the top floor with a child and is also pregnant). She also highlighted other issues at the Hostel.	Service Manager responded and acknowledged that the customer's situation had changed and therefore moved her to a ground floor flat. The other issues the customer had highlighted at the Hostel were also addressed in the response.	Remember the importance of responding in a timely manner to any enquiry or complaint, and always try and explain things to a customer in a way they will understand.	1
2	Housing and Property	Housing	01/04/2024 – 31/03/2025	Lack of response/action	Customer complained that they felt they were not given support by the Homeless Service. They had clients in their property who were refusing to leave. They had asked the Service for support, but they were not given timely support.	The Manager phoned the customer to explain the procedure etc. Customer really appreciated this contact. However, the customer had to make contact again to enquire about a response as it had not been given. Manager then responded and apologised for the delay in making a timely payment.	It is important to make any payment that is due to a customer as soon as is practically possible. A customer should not have to contact the Service to chase the matter.	6
3	Housing and Property	Property	01/04/2024 – 31/03/2025	Language/Equality Issues	Customer complaining that she was treated differently due to her disabilities. She had been visiting a client in a local Hostel at the time. The client too had suffered similar issues, which were not being able to access the Hostel in a wheelchair. The client did not wish to make a complaint herself. Customer had already discussed the matter in the Equality Group meeting. She had noted that this was not good enough and that no improvements had been made even though the matter had been raised several times.	Assistant Head of Service acknowledged the complaint and noted that a separate investigation was underway, therefore he was unable to give the customer a full response at present unfortunately. He would however ensure that he would report back once the investigation had been completed. Equality Officer kept in the loop about the complaint. Assistant Head of Service gave an update to the customer in case she wanted to take the matter on to the Ombudsman. .	It is always important to try and ensure that a customer never feels they are being treated differently due to any disability. The Service need to inform the customer when the Investigation has been completed.	2

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4	Housing and Property	Housing	01/04/2024 – 31/03/2025	Staff Conduct	Customer complained that she did not feel that her allocated Support Worker, was actually offering her any support. She wants a new Support Worker please as she feels the one, she has, is targeting her.	Manager tried to phone the customer to discuss the matter. Unfortunately, there was a delay in responding fully to the complaint. The reason given for this was due to staff being on annual leave, therefore it was not possible to investigate fully earlier.	If a Service is aware that they are unable to keep to the response timeline, they should keep the customer and Cwynion in the loop about that. If a customer is aware that there might be a delay in getting a response, they are much more willing to accept that fact. Manager to remind all the Team members of this.	1
5	Housing and Property	Property	01/04/2024 – 31/03/2025	Lack of response/action	Customer complaining about the lack of communication. He stated that he had started communication in January, but he has still not received a response, and it is now March.	In his response the Officer apologised for the delay and explained why there had been a delay. He explained the situation to the customer about the offer and it is now up to the customer to discuss the matter further with the officer.	It's important that the Service always try and keep to the timeline to respond to correspondence. If they are unable to respond fully at the time, they should let the customer know this and let them now when they may expect a response.	1
69	Finance	Revenue	01/04/2024 – 31/03/2025	Error/incorrect action by the Council	Complaint by a customer about the lack of response and the errors made by the Service. He had noted that they had been given details, but they had not acted on them. The Manager had sent an apology and promised that the situation would be rectified, but another problem has arisen now.	The Head of Service arranged to respond to the customer. He apologised for the problems that had occurred. The Customer responded and the Head of Service had duly responded to him again.	The importance of ensuring that all data held is up to date on all the systems and that officers respond to customers in a timely manner. Officers should not be defensive and should apologise if there is a need to do so.	2
7	Finance	Revenue	01/04/2024 – 31/03/2025	Lack of response/action	Customer sent a complaint in noting that the Council Tax Service had not acted on his request regarding Council Tax Premium.	The Manager had responded straight away, apologising for the delay, and explaining the current situation, and he had confirmed that the changes had been made.	Remember to respond to customers in a timely manner, to both enquiries and complaints.	4
8	Finance	Revenue	01/04/2024 – 31/03/2025	Staff Conduct	Customer complained about a staff member, he felt the member of staff had not given his complaint the attention it should receive.	The matter was passed to the Assistant Head of Service, who acknowledged receipt of the complaint and explained that the account would be put on “hold” until the matter had been investigated fully. Complaint currently still open. The customer had also complained about elements regarding GDPR, this part of the complaint has been addressed by the relevant Service.	Remember to respond to customers in a timely manner, to both enquiries and complaints. Also try and ensure that matters are explained to customers in a way they will understand.	1
9	Corporate Services	Registration Service	01/04/2024 – 31/03/2025	Error/incorrect action by the Council	Customer complained that an error was made by the Registrar	The Team Leader for the Service apologised to the customer for the	Very important to check and ensure all details are correct at all times.	1

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					recording their child's birth. The child had been noted as Female instead of Male. Customer admitted that she and her partner had not noticed this when they were asked to check the document, they only noticed the error when they got home. Customer had phoned in to explain about the error and was told she would have to pay for a new certificate. She did not feel this was fair as she was not the one responsible for the error.	error and arranged for a new certificate to be prepared through the Registration Office. The customer would not have to pay for the new Certificate.		
10	Corporate Services	Support Service	01/04/2024 – 31/03/2025	Error/incorrect action by the Council	A customer, who was previously a member of staff complained that he had a bill from the Council for £9,000 without any explanation that he had been overpaid his wages for the last 3 months after he had left.	The Head of Service responded to the Complaint by apologising for the situation. He explained what had happened and apologised further that nobody had explained this previously. The customer should have been contacted about the matter so that he was aware of what was happening.	If such an incident occurs again, remember that staff should always be given clear information about the situation. Staff should not be expected to enquire about the situation.	1
11	Environment	Building Regulations	01/04/2024 – 31/03/2025	Lack of response/action	Complaint from a customer that he had not been given an update as promised by the Service. He had previously complained about the matter and at the time it was noted that the Service would arrange to update him on the situation this hasn't happened.	The Assistant Head of Service responded in full to the customer and apologised for the delay in sending him an update. He also explained that he could not give further information as that would mean breaking Data Security. He could however confirm that an application was in place and would soon be addressed.	Always important to keep to promises made to update customers and to keep them in the loop on matters they had previously raised with the Service.	2
12	Environment	Planning	01/04/2024 – 31/03/2025	Lack of response/action	Customer complaining about the lack of response from the Service, 5 months have passed, and he hasn't had any response from them.	A Team member acknowledged the complaint, and apologised for the lack of previous timely response, and gave an update of the situation.	Always try and ensure that a customer receives an acknowledgement/response as soon as possible and certainly in accordance with the Council's response policy.	16
13	Environment	Waste and Recycling	01/04/2024 – 31/03/2025	Lack of response/action	Customer complained that it had been over 50 days since she ordered recycling equipment. She had phoned several times and even though she left messages, nobody phoned her back. Even though the person on the phone assured her somebody would respond within 48 hours.	An Officer contacted the customer by phone and arranged for the equipment to be delivered to her.	It is always important to be honest with customers and manage their expectations. Always important to give customers updates if it's not possible to respond fully or to deliver equipment within the given timescale.	7
14	Environment	Waste and Recycling	01/04/2024 – 31/03/2025	Error/incorrect action by the Council	Customer complained about continuous missed business waste collections. She had not received the correct equipment	The Commercial Waste Collection Team has responded to the customer, but she had asked to make a formal complaint. The	It is always important that the Service understands and accepts that complaints they receive directly in the Service should be dealt with as complaints. A Complaint	5

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					and had suffered several missed collections, since starting the contract. She noted that the business next door kept putting their bins out next to theirs, but they did not have a contract. The other company's bin was emptied but theirs wasn't.	complaint had been passed on to the Assistant Head of Service for attention.	doesn't have to come through the Complaints Inbox, for it to be considered as a complaint. The Service should be open to receiving complaints and not be defensive towards them.	
15	Environment	Finance Environment	01/04/2024 – 31/03/2025	Lack of response/action	Complaint about a lack of a timely response to communications by the customer. He is not happy to have now received a Final Demand. He had previously asked that the total be shared between himself and the new owner.	The Service Manager investigated the matter and responded to the customer by apologising for the situation and she confirmed that the bill had now been corrected.	Always important that notes, information and facts are kept current and that the Service always acknowledge customer contact in a timely manner.	1
16	Education	Education	01/04/2024 – 31/03/2025	Lack of response/action	Customer complained about the lack of response by the Services to her correspondence relating to a fall her mother had near a school. She was injured and had to visit the Hospital. The customer didn't want anyone else to fall and be injured due to the situation.	Head of Service apologised to the customer for any delay in responding to her correspondence, he wished her mother a speedy recovery and ensured her that the work had been completed. He also explained that her claim for damages had been sent to the Insurance Team.	Always important to acknowledge/respond to a customer as soon as possible, and especially within the timescale of the Council's response Policy.	2
17	Education	Education	01/04/2024 – 31/03/2025	Error/incorrect action by the Council	Customer complaining that he had not been informed about an assessment/report that had been prepared, on his daughter. He noted that the Service had not mentioned this in discussions with himself and his partner. He heard of it afterwards. He also complained about data security issues and mentioned that he would take those up with the Commissioner.	The relevant Assistant Head of Service was assigned to investigate the complaint but due to the customer's request a new Assistant Head of Service was appointed to investigate the matter. The matter was investigated, and a response given, and the Assistant Head of Service responded to further questions by the customer.	It is good to see the Service being open to the customer's request and on receiving his concerns they have arranged for a different officer to investigate and respond to the complaint.	1
18	Highways, Engineering and Consultancy Service	Municipal Services	01/04/2024 – 31/03/2025	Error/incorrect action by the Council	Complaint by customer that Council staff went to her home to erect a new lamp post on her land, this was without her consent. Nobody had contacted her about this beforehand. Council staff were assisting an Energy Company with the work. Customer wanted an apology, and also wanted to see a Wayleave form etc.	Service Manager contacted the customer and apologised for the situation and explained he would get back to her after he had investigated the matter. As a result, an Officer from the Legal Service arranged to respond to the customer explaining the situation and offering a chat if required or advising her to contact her own Solicitor.	It was good to note that the Service Manager wanted to ensure the process was correct, and that he had asked the Legal Service to look at the situation too, so as to ensure the customer was given the correct information in the response.	1
19	Highways, Engineering	Highways	01/04/2024 – 31/03/2025	Lack of response/action	Customer complained about a lack of response when she had	The relevant Officer investigated and responded to the customer,	Always important to acknowledge/respond to a customer as	1

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	and Consultancy Service				contacted the Service about the lack of grass cutting near her home.	apologising and explaining, why there had been a delay in responding. The matter related to two Services. He explained that the land in question had been cut 3 times as per the Council's schedule.	soon as possible, and especially within the timescale of the Council's response Policy.	
20	Legal Services	Legal	01/04/2024 – 31/03/2025	Lack of response/action	Complaint about a lack of a timely response by the Service with regards to land that was to be transferred to him as per the agreement made. Unfortunately, the matter had been ongoing for some time.	The Service followed up the matter and reported back to the customer. Some of the delay was due to the Service waiting for a response from the current owner's Solicitors.	Always important to acknowledge/respond to a customer as soon as possible, and especially within the timescale of the Council's response Policy. Customer has been kept in the loop now regarding the progress.	3
21	Social Services	Children's Services	01/04/2024 – 31/03/2025	Unhappy with a decision	Customer unhappy with the response given by the Service, the response did not have a name on it, and it was not sent out on headed notepaper. She felt that her complaint had not been taken seriously, as a response was given within a few days, she felt it had not been investigated properly.	The initial complaint had been responded too by the Service, but the SIO had noted at the time that she did not consider the response, which was not on official headed notepaper and did not have an officer's name on it, adequate as a formal response. She had brought this to the attention of the Monitoring Officer who referred both services to consider the Ombudsman's Guidance on responding to complaints and attributing responses. The Head of Service was asked to intervene.	It is important for Services, to take ownership of Complaints. Also to respond to customers in a timely manner.	2