

### Learning from Complaints

#### Communications

- Complaint about the email being sent anonymously from a generic email - Not to reply anonymously to email enquiries.

#### Environmental Health

- Complainant had been requested to remove a memorial from an un-purchased grave and felt they had not been given a reason leading to procedures for allowing memorials on un-purchased graves to be reviewed.
- Part of a customer complaint about noise nuisance related to inaccurate records and reporting as a result procedures for recording details of calls to out of hours service have been reviewed.

#### Highways & Parking

- Complaint that the details relating to charges in Marlands Car Park were not clear as a result sufficient signage put in place at all points of car park to advise customers of 2 tier charging structure
- Customer a disabled parking bay but been turned down. During the investigation of the complaint it was identified that there was no official guidance on the procedure for allowing disabled bays.

#### Planning

- Complaint included a concern that inaccurate advice had been given by Duty Planning Officer but no record had been kept as a result the process for recording duty calls to be reviewed.

#### Smart Cities

- Customers Smartcard stopped working. Staff checked the card and agreed that there were no signs of scratching or damage and she told staff that she always keeps the card in her purse. Smartcities will update their terms and conditions to advise how Smart cards need to be stored, including information what could cause a card to cease working.

## Waste and Fleet

- Booking made for collection of bulky items but they were not out on time so not collected. Customer called to make another booking and was advised he'd have to make payment again. Customer claimed this was not made clear to him. The councils web pages have been changed the along with the 'wrap up' that Actionline give to ensure that this is clear

## Housing Management

- Leaseholder raised issues regarding 'Red Alert' letter relating to increased charges and relating to lease accounts. As a result 'Red Alert' have been amended to make them more prominent, internal communication have be improved, staff advised to monitor accounts when complaints being investigated.

## Local Taxation

- Complaint received regarding Council Tax summons - staff attending court advised that to ensure public can attend the court hearing if they want to.
- Customer felt that it was not acceptable to send letters 2nd class giving 7 days to act to avoid losing right to pay council tax by instalments. Standard letters reviewed to make it clear by when a payment must be made to keep the right to pay by instalments.

## Children's Services & Learning

Learning from complaints can be put into three categories, Individual learning, Team / Service Learning and Organisational learning. During the past year complaints have resulted in the following actions to improve future services. These include:

- Review of the school admission systems
- Review of adoption information sharing processes
- Review of administration message taking procedures in Safeguarding
- A requirement that all Play workers receive training on Accident procedures

## Health & Adult Social Care

- Charges waived or refunded
- Time and trouble payment reimbursement of legal fees
- Re-assessment of need
- Adaptations being carried out
- Review of and changes to Care Package / Care Manager
- New procedures for recording of death on PARIS

- New process for payment of invoices to Providers
- Review of and changes to working practice in regard to deferred payments
- Line Management action

## **AFTER THE CHANGE TO THE PROCEDURE**

Of the 30 Stage 2 complaints many of these were regarding Council Tax and this is because of the recent changes to procedures.

There has been an increase in the amount of complaints received within Social Care and this has been brought about by the reduction of services and staffing shortages.