

**NUMBER OF COMPLAINTS CONSIDERED JUSTIFIED OR PARTLY JUSTIFIED INTERNALLY - 2021/22**

Service	Total Complaints	Total Justified or Partly Justified including delay in dealing with complaint	Further information	Financial settlements
<b>Governance and Housing</b>				
Information Governance and Complaints	1			
Legal and Procurement	1			
Housing Options, Rents, Support and Private Sector Housing	22	14	Delay to work and damage to carpet caused by contractor. Damaged carpet replaced and apology provided.	£1432.20 goodwill payment
			Apology for the delay with readying property. Apology for lack of timely responses to complaints.	£750 goodwill payment
			Apology given regarding officer's handling of a telephone call.	
			Apology for handling of housing situation and lack of timely response to emails. Agreed to remove debt owed to the Council.	£2379 debt to the Council written off.
			Apology given and staff advised to improve communication and updates provided to complainant.	
			7 x Acknowledgement and apology given for data protection breach.	3 x £90 towards costs of credit report service
				2 x £500 goodwill payment
				1 x £1,500 goodwill payment
			Issue over succession of tenancy, resulting in tenant remaining in property.	
Apology given for missed correspondence and plan of action in place going forward.				

Housing Maintenance	13	10	7 x Apology provided for delays and lack of communication regarding maintenance and/or repair requests, works arranged and action plans put in place.	
			Apology given for the delayed repair action. Works have now been carried out on the property.	£150 for time, trouble and goodwill.
			Apology given for failure to fix freezer.	£180 payment towards freezer contents.
			Apology for damp/ mould issues, full damp survey arranged.	£500 towards costs of damaged items and in recognition of issues experienced.
Housing- Compliance and Asset Management	2	1	New cooker has been fitted and apology given for delay.	
Housing- Strategy and Development	0			
Housing- Estate Management and Community Support	8	3	Apology that an email went unanswered. Plan put in place for periodic work to property to prevent issues with roots in garden recurring.	
			Apology provided regarding lack of timely communication with tenant. Steps put in place for outside of property to be assessed by a Building Safety Officer.	
			Apology provided regarding lack of timely communication with tenant. Issue with letter not received by tenant; agreed alternative forms of communication will be used going forward.	
Business Improvement and Elections	0			
<b>Finance and Corporate Services</b>				
Human Resources	0			
Health and Leisure	0			

ICT	0			
Revenues and Benefits	4	2	Apology given regarding inconvenience caused due to a reference number and name does not appearing on statements to contractor. This technical issue is being resolved. Apology given that the Council was unable to accommodate cheques as requested by the contractor due to poor supplies.	
			Apology given to complainant about poor customer and lack of communication provided whilst trying to close an account they were an Executor for.	
Estates and Valuation	0			
Finance	0			
<b>Planning Regeneration and Economy</b>				
Building Control				
Coastal (Beach Huts)	0			
Parking/Enforcement	3			
Planning – Development Management (Planning and Enforcement)	17	2	Apology given for the poor communication between officers and complainant. Complainant advised that reasonable issues that have been raised and will be looked into.	
			Acknowledgment and apology for disclosure of data and apology for lack of timely response to correspondence.	£250 goodwill payment
Planning – Policy & Strategy	0			

Tree Team	0			
<b>Partnership and Operations</b>				
Cemeteries	2			
Customer Services	1	1	Apology given for handling of enquiry and complainant advised further training will be given to officers.	
Grounds, StreetScene and Open Spaces	1	1	Apology provided regarding hedge cutting and possible risk to wildlife.	
Environmental Health	1	1	Apology given for delay with responding to noise complaint.	
Waste & Recycling	13	11	5 x Apology for Waste/Garden/Glass non collections or repeated non-delivery of waste sacks.	
			2 x Apology given for lack of correspondence regarding damaged bins enquiry. Replacements provided.	
			Apology provided and confirmed to complainant that staff will have updated training to ensure that refuse is left in appropriate locations.	
			Apology for accidental collision between vehicles.	
			Apology given and offer provided to replace damaged flowers.	
			Apology given and complainant assured further training will take place for staff regarding assisted collections.	
<b>Total</b>	<b>89</b>	<b>46</b>		<b>13</b>

**NUMBER OF COMPLAINTS CONSIDERED JUSTIFIED OR PARTLY JUSTIFIED INTERNALLY - 2020/21**

<b>Service</b>	<b>Total Complaints</b>	<b>Justified or Partly Justified including delay in dealing with complaint</b>	<b>Financial settlements</b>
Building Control	0		
Cemeteries	0		
Coastal (Beach Huts)	0		
Community Alarms	0		
Corporate Complaints	0		
Legal	2	2 (Data breach incidents in connection with a subject access request response)	2 (2 x £400 good will gesture).
Environmental Health	1		
Elections	0		
Grounds Maintenance	0		
Health & Leisure	1		
Housing – Private Sector Housing	2		
Housing – Maintenance	10	9 (Delays & incorrect information provided. Delay with maintenance. Damage to flooring, leaking roof and damage to walls. Lack of action regarding roof repair. Council driver speeding. Works not completed properly by contractor)	1 (£200 Contributory payment towards replacement flooring).
Housing – Estate Management	4	1 (Rodent issue from neighbouring property)	
Housing - Options	17	14	1 (£250 Compensation for additional costs and inconvenience caused).  2 (£1,200. Value of loss for disposal of contents plus time and trouble).  3 (£78.86. Full amount that was paid in respect of the rent for the property).
Housing - Strategy & Development	1		
HR	0		

ICT	0		
Parking	4		
Dog Warden	1		
Planning – Development Control	12	5 (Lack of response to enquiry. Inconsistencies with planning permission. Complainant didn't receive a comprehensive reply. Lack of response to issues raised and information not provided)	
Planning - Enforcement	0		
Planning – Policy & Strategy	2	1 (Error made by officer regarding TPO application due to lack of clarity given in the application)	
Street Scene	3	2 (Wrongful removal of vehicle. Overnight parking and litter left)	
Tax & Benefits	4	1 (Council tax charges)	
Tree Team	4	1 (Delayed contact regarding encroaching tree)	
Waste & Recycling	5	4 (Garden waste non collection. Non delivery of waste sacks for years. Stack pile of sacks left on drive)	
<b>Total</b>	<b>73</b>	<b>40</b>	<b>6</b>