

**COMPLIMENTS, COMMENTS AND COMPLAINTS RECEIVED DURING THE PERIOD
JULY 2006 –SEPT 2006**

ITEM

LEAD OFFICER:	Jane Salt
REPORT AUTHOR:	Marissa Joyce
SUMMARY:	<p>In the second quarter of 2006/07 the Customer Relations Officer recorded 31 complaints</p> <p>No compensation payments have been made for distress and/or inconvenience.</p> <p>For further details see appendix.</p> <p>Please note these figures do not include anonymous complaints, complaints about Councillors, and complaints about a Policy or initial requests for a service.</p>

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<p><u>Customer Services</u></p> <p>Revs and Bens</p> <p>Court costs charged in error. Apology and costs taken off.</p> <p>Delay in processing claim. Apology and claim processed.</p> <p>Re the Sundry debtor admin of his previous ctax account. Explanation given and further info required to progress. Didn't respond so complaint closed.</p> <p>Difficulty in understanding benefits correspondence. Apology, letter sent in error, explanation given</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>No, human error.</p> <p>No</p> <p>No</p> <p>No</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<p>Revs Bens cont'd</p> <p>Re delay in providing an explanation recovery action taken for Ctax. Apology for delay and explanation given.</p> <p>Alleging Officer was over zealous in sending C Tax reminder. Explained following procedure.</p> <p>Re Officer attitude when querying recovery action of what proved to be anon-recoverable debt. Apology for below standard service. Officer spoken to by Manager.</p> <p>Re court costs charged. Explained correct procedure had been followed</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>No</p> <p>No</p> <p>Yes, discussed with Officer</p> <p>No</p>	<p>√</p> <p>√</p> <p>√</p> <p>No, didn't see the point of putting more debt on his account.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<p>Revs& Bens con't...</p> <p>Delay in processing benefit claim and duplicate requests for info. Apology given and claim assessed.</p> <p>Complaining that we wouldn't discuss her sons benefit claim with her when we previously have. Apologised that we shouldn't have previously, found out the required info and rang her son direct.</p> <p>Alleging Officer "gloating" when explaining reduction in benefit award. Officer denied but apology given if that was the impression with a further letter explaining the award in full.</p>	<p>√</p> <p>√</p> <p>√</p>		<p>No, human error</p> <p>Yes, reminder in Team Brief about data protection.</p> <p>No</p>	<p>√</p> <p>√</p> <p>√</p>	<p>√</p> <p>√</p> <p>√</p>

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<p>Revs & Bens cont'd</p> <p>Alleging we have taken false 3rd party info that someone had moved in with her. Explained following procedure and why.</p> <p>Re Standing Order payments taking too long to process and reminder issued when she had paid. Apology and reminder withdrawn.</p> <p>Second complaint as above</p> <p>Re delay in call back from Bens, not happy with Copeland Direct doing benefits. Apology and explanation given.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>No</p> <p>Yes, procedure for posting S'O payments to be reviewed.</p> <p>As above</p> <p>No</p>	<p>√</p> <p>√</p> <p>√</p> <p>No, regular complainer about benefits</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
Revs & Ben cont'd. Re offhand Officer attitude when dealing with his enquiry. Discussed with Officer, apology given if this was the impression.	√		No	√	√
Re benefit claim linked to the wrong account, also lodged an Appeal to be dealt with separately. Apology given	√		No, human error	√	√
Delay in processing benefit claim. Apology and claim processed.	√		No	√	√
Revs & Bens total	18			90%	100%
<u>Copeland Direct</u> Alleged she was misinformed by the C.S.O re charge for collection of white goods. Apology if so, refund given, she disposed of it herself.	√		Yes, C.S.O's to clarify whether domestic or business chargeable goods.	No	√

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
Copeland Direct cont'd...					
Complaining about lack of communication within dept. Apology	√		Yes, C.S.O's reminded of the procedure.	√	√
Display screen in reception showing the wrong information. Apology, CSO thought it couldn't be changed because of Outlook problems	√		Yes	√	√
Alleging CSO refused to let him speak to a Benefits Assessor. Apology given.	√		Yes, discussed with the Officer	√	√
Not happy with the admin of his request for a replacement bus pass. Apology, procedure explained.	√		No	√	√
Complaining about time waiting for his call to be answered	√		No, ongoing review	No	√
<i>Copeland Direct total</i>	6			77%	100%

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
Finance & Business development					
Re the issue of concessionary travel pass/vouchers. Had chosen vouchers but wanted to change, explained would have to wait until next year.	√		No	√	√
Re Officer attitude during Fraud investigation. Found not substantiated, joint interview with DWP Officer, interview on tape and Officers followed procedure in a professional manner	√		No	√	√
Total	2			100%	100%

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<u>Legal</u>					
Alleging some info on the website is out of date. Apology info removed.	√		Yes, review info on the website	√	√
Re repeated requests to enforce the terms of a lease. Apology letter to Lessee	√		Yes	√	√
Re repeated requests for reimbursement of Cllrs fees. Letter explaining decision, no appeal.	√		Yes, review procedures for fees re Standards Board hearings	No	√
Legal total	3			66%	100%

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<p>Regeneration</p> <p>Re Planning and Building control passing their complaint between themselves and no one taking ownership. Apology and response issued.</p> <p>Re lack of planning enforcement of alleged loss of right of way.</p> <p><i>Regeneration total</i></p>		<p>No, escalated to Chief Exec who decided no further investigation necessary.</p> <p>No, escalated to Chief Exec who decided no further investigation necessary.</p> <p>2</p>	<p>Yes, to take ownership of a complaint.</p>	<p>No</p> <p>No, currently taking civil action against CCC</p> <p>0%</p>	<p>No</p> <p>No</p> <p>0%</p>

	Total number of complaints	Total resolved at Stage one	Total complainants satisfied	Total answered within timescale	
Customer Services	24	24	21	24	
Finance and Business Development	2	2	2	2	
Legal	3	3	2	3	
Regeneration	2	0 Escalated to Chief Exec	1	0	
	31	94%	81%	94%	

COMPLIMENTS

Revs and Bens Letter received thanking a member of staff for going that extra mile to help.

Copeland Direct Letter received re CSO'S efficiency in dealing with a complaint about another department.
Letter received from DWP thanking Copeland Direct for their help in the Dalkia open day.

Legal Services Note of thanks from another department for help given on a contract.
Compliment on handling of a licensing issue.

Regeneration Numerous compliments from the Beacon and T.I.C.visitors books