

**COMPLIMENTS, COMMENTS AND COMPLAINTS RECEIVED DURING THE PERIOD
APRIL 2006 –JUNE 2006**

ITEM 5

LEAD OFFICER:	Jane Salt
REPORT AUTHOR:	Marissa Joyce
SUMMARY:	<p>In the first quarter of 2006/07 the Customer Relations Officer recorded 38 complaints</p> <p>£33.40 has been paid to compensate 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, 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 Complaining just received 2005/06 Ctax bill. Apologised, explained computer error and gave longer repayment terms.</p> <p>Complaining about delay in processing a refund of underpaid H.B. Apology and refund given.</p> <p>Complaining we make it too difficult to understand the benefits system. CRO and a benefits officer dealt with him over a number of weeks, contacted CAB and agreed repayment schedules etc</p>	<p>√</p> <p>√</p> <p>√</p>		<p>√</p> <p>√</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 and Bens cont'd...</p> <p>Complaining about Summons Costs added. Account checked costs correct explanation given.</p> <p>Complaint about the delay in processing his Benefit claim and he didn't like discussing it at reception. Apology for the delay, benefit assessed and explanation given about the CSO'S role.</p> <p>Complaining that costs were added after he had paid his Ctax reminders and that his letters regarding the matter weren't answered.</p>	<p>√</p> <p>√</p> <p>√</p>		<p>No</p> <p>No, backlog case.</p> <p>Yes, post opening procedures reviewed.</p>	<p>No he doesn't agree with charging costs when someone's obviously already struggling to pay.</p> <p>Happy his claim has been assessed but still didn't think Benefits should be discussed at reception.</p> <p>No response</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 and Bens cont'd...</p> <p>Complaint about staff attitude when he questioned an old sundry debt. Found to have been abusive to staff and debt fully explained.</p> <p>Complained we haven't acknowledged his disabled sisters medical problems when contacting her re Benefit. Apology given and problems addressed.</p> <p>Complaining we only one Overpayments Officer who wasn't available when he wanted to speak to her. Explained why and another Officer could have helped.</p>	<p>√</p> <p>√</p> <p>√</p>		<p>No</p> <p>Yes, setting account to produce letters in large type etc.</p> <p>Yes, not to turn anyone away if possible</p>	<p>No, but paid debt in full.</p> <p>√</p> <p>No, but serial complainer.</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 and Bens cont'd...</p> <p>Complaint about delay in processing Benefit claim. Found only took 4 weeks.</p> <p>Complaining about removal of discount for his second home and also officer attitude. Discount correct, he just didn't like being told that.</p> <p>Complaint about the wording on a standard letter re a death. Apologised for any distress caused.</p> <p>Complaint about costs added to Ctax account. Found no case to answer, costs stand.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>No</p> <p>No</p> <p>Yes, noted for letters review.</p> <p>No</p>	<p>No response</p> <p>No response</p> <p>√</p> <p>No response</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 and Bens cont'd...</p> <p>Complaint about length of time waited for call to be answered. Apology and explanation given.</p> <p>Complaint we requested Direct Debit too early and bank charged her. Apology and bank charges paid.</p> <p>Complaint about delay in processing benefit and benefit letters. An apology, claim processed and meeting with the leader.</p> <p>Complaint about the delay in processing his Appeal. Apology, claim processed.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>Yes, noted for system review.</p> <p>No clerical error</p> <p>Yes, noted for letters review.</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 and Bens cont'd...</p> <p>Complaint about the admin of his benefit claim. Apology, claim assessed.</p> <p>Complaint about the admin of her tenants Council Tax account. Account adjusted final bill sent and paid.</p> <p>Complaint about the admin of his business rates account. No case to answer bills correct.</p> <p>Complaint about the delay in issuing a benefit cheque. Apology, cheque issued.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>No</p> <p>√</p> <p>√</p> <p>No</p>	<p>No response</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 and Bens Services cont'd...</p> <p>Complaint NDR payment posted to wrong account resulting in a Summons issued. Apology, Summons withdrawn, account clarified.</p> <p>Complaint we are withholding benefit they are entitled to. Found no case to answer, won't provide info requested.</p> <p>Complaint that benefit has been suspended for no reason. Apology, user error, put back in payment.</p>	<p>√</p> <p>√</p> <p>√</p>		<p>Yes, procedure reviewed.</p> <p>No</p> <p>Yes</p>	<p>√</p> <p>No</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 and Bens cont'd...					
Complaint re delay in processing benefit claim. Apology, claim processed.	√		No	√	√
Complaint about an overpayment she is repaying and staff attitude. Apology, o/p now deemed non-recoverable, refund given.	√		Yes	√	√
Revs & Bens Total	26			94%	100%
Copeland Direct					
Complaint about difficulty making an automated payment and messages on the answer machine. Apology and explanation given, message changed.	√		Yes, issues being addresses	No	√

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
<p>Copeland Direct Cont'd...</p> <p>Complaint about delay in answering phone, requested revert to old system. Apology and explanation of how we are addressing the situation etc.</p> <p>Complaint about difficulty in processing web payment. Apology and explanation given.</p> <p>Complaint about delay in answering phones. Apology and explanation given.</p> <p>Complaint about wrong advice given by C.S.O. re CTax Direct Debit. Apology.</p>	<p>√</p> <p>√</p> <p>√</p> <p>√</p>		<p>Yes, issues being addressed</p> <p>Yes</p> <p>Yes, issues being addressed</p> <p>√</p>	<p>No</p> <p>√</p> <p>No</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>Copeland Direct cont'd...</p> <p>Complaint about CSO being over familiar on the telephone. Used customers first name, apology given.</p> <p><i>Copeland Direct total</i></p>	<p>√</p> <p>6</p>		<p>Yes</p>	<p>√</p> <p>50%</p>	<p>√</p> <p>100%</p>
<p><u>Finance and Business Development</u></p> <p>Accountancy</p> <p>Complaining she had paid £5 for a replacement bus pass but hadn't received it. Officer error, apologised and got a replacement issued asap.</p> <p>Total</p>	<p>√</p> <p>1</p>		<p>No</p>	<p>No</p> <p>0%</p>	<p>√</p> <p>100%</p>

DEPARTMENT/ DETAIL	Resolved at STAGE 1	Resolved at STAGE 2	Lessons learnt?	Complainant satisfied?	Dealt with within timescale?
Legal Services					
Complaint about the length of time taken to process Personal Local Land Search. Discussions held with Agency and Council.	√		Yes, procedure drawn up to allow them to search themselves.	√	√
Complaining about having to pay £10 fee for Data Protection Act search. Explained statutory charge.	√		No	√	√
<i>Legal total</i>	<i>2</i>			<i>100%</i>	<i>100%</i>

<p>Regeneration</p> <p>Complaint – Planning from neighbouring property not consulted about an application and Officer attitude. Apology and explanation given.</p> <p>Complaint Planning about allowing the use of a particular building material in a sensitive area. Discussed with Complainant and resolved</p> <p>Complaint about Officer attitude to his concerns about various Planning issues in Millom</p> <p><i>Regeneration Total</i></p>	<p>√</p> <p>√</p> <p>√</p> <p>3</p>		<p>No</p> <p>Yes</p>	<p>No, but Ombudsman subsequently found no case to answer.</p> <p>Yes</p> <p>No</p> <p>33%</p>	<p>No</p> <p>No</p> <p>No</p> <p>0%</p>
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	Total number of complaints	Total resolved at Stage one	Total complainants satisfied	Total answered within timescale	
Customer Services	32	32	25	32	
Finance and Business Development	1	1	0	1	
Legal	2	2	2	2	
Regeneration	3	2*	1	0	* 1 currently undergoing Ombudsman investigation.
	38	98%	73%	92%	

COMPLIMENTS

Legal From an external organisation thanking the department for the assistance provided whilst they were delivering a training course.

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