

Legal & Democratic Services Annual Complaints Log 2014/5

Complaints summary

Total number of complaints	4
<i>Of these 4 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints which resulted in learning points	2
Electoral Registration	2
Customer service received	1
No response received	1

Complaints which resulted in learning points or service improvements

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Closure
21-Aug-2014	Sent in a Freedom of Information e-form request and received an auto-acknowledgement but no further response.	Legal and IT investigated. The e-form was caught in the HCC firewalls.	Updates to spam filters can cause emails to be rejected. IT/services to monitor. The email address the e-form is sent to has been added to recognised accounts for TVBC. Daily report will be run to ensure that all forms generated are received.	29-Sep-2014
29-Sep-2014	Electoral register complaint. Had advised that son no longer	Changes in legislation linked to Individual Electoral Registration	Customer Service and Electoral staff reminded of correct information to advise people with similar	09-Oct-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Closure
	lives at property but still received a canvasser chasing.	mean that we require more than one confirmation that a person no longer resides at an address – hence further follow ups. Apologised that this was not effectively communicated.	enquiries.	