

## Community & Leisure Services Annual Complaints Log 2014/15

### Complaints summary

<b>Total number of complaints</b>	<b>7</b>
<i><b>Of these 7 complaints:</b></i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	2
Communications/service	1
Cemeteries/burials	1
Open Spaces/sports facilities	3
Other	2

### Complaints which resulted in learning points or service improvements

<b>Date</b>	<b>Subject Matter</b>	<b>Action Taken</b>	<b>Lessons Learnt/Process Review/Changes made as result</b>	<b>Date of Closure</b>
05-Sep-2014	Complaint as no response to earlier emails requesting information about neighbourhood wardens	Communications were not received and therefore no response was sent. Clarification as to the role of the Community Warden was provided.	Amendments made to website to provide more information as to the role of Community Wardens	08-Sep-2014

<b>Date</b>	<b>Subject Matter</b>	<b>Action Taken</b>	<b>Lessons Learnt/Process Review/Changes made as result</b>	<b>Date of Closure</b>
23-Nov-2014	Complaint about problem with application for the Community Grant Fund	Response to complainant apologising for the confusion regarding the deadline for submissions.	TVBC will amend the criteria and guidance documentation to clarify that it will be made explicitly clear that applicants must acknowledge that reasonable time is needed in advance of the event, project or activity in order for their application to be considered fairly and properly.	Dec-2014