

Housing & Environmental Health Annual Complaints Log 2014/15

Complaints summary

Total number of complaints	14
<i>Of these 14 complaints:</i>	
Escalations to Chief Executive	2
Escalations to the LGO	2
Complaints which resulted in learning points	3
Housing related	8
Environmental Health	2
Service levels	3
Other	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 Response/Closure
15-Apr-2014	Complaint about length of time to resolve the issuing of a home improvement grant	Full apology and commitment to review the process.	Internal changes made to how cases are managed and monitored.	22-Apr-2014
20-Jun-2014	Complaint about the slow process for reporting a stray dog - had to repeat all the	Apology. The process has been reviewed and streamline, and customer's comments have been very	Process being streamlined to make it more customer friendly and efficient.	26-Jun-2014

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/Closure
	information several times to several people to register the problem	helpful in this process.		
27-Nov-2014	Complaint about non-award of house despite being first in the bidding.	Full clarification provided and an explanation of what had happened.	Head of service to discuss with other councils who are members of the Hampshire Homes Choice Scheme as to whether the system can be made clearer on this point.	03-Dec-2014