

Chief Executive escalations 2014/15

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
29-May-2014	Raised a complaint about the handling of Freedom of Information request.	Full apology issued for delay in response. Clarification also provided as to volume of work involved which led to the delay.	If likely to exceed the 18 hour rule during fulfilment then customer should be advised and the request reviewed. Reminder to all Freedom of Information reps.	17-Jun-2014
05-Dec-2014	Complaint about lack of developer compliance to construct a footpath/cycleway.	Full apology for initial delays in response from Planning and Building. Head of Service consulted with Legal Services as to action appropriate. Regular correspondence between complainant and CEX on a variety of related points between December and March.	Numerous amendments by the developer have regularly delayed the process and avoided enforcement. However, residents and the complainant should have received more regular updates from the service. Head of Service taken over direct management of the issue.	18-Mar-2015
15-May-2014	Complaint about granting of a planning permission	Clarification provided and copies of relevant documentation sent to support response.	Reminder to members to follow the code of conduct when commenting on planning applications	16-Jun-2014

Complaints received where response given/action taken, but no longer term learning points or service improvements

Date	Subject Matter	Response	Date of Response/ Closure
16-May-2014	Complaint about lack of resolution/mitigation re acoustic barriers.	Provided full clarification of why it was not felt to be appropriate to provide compensation.	03-Jul-2014
27-May-2014	Escalation of complaint re homelessness – believes council should pay hotel bill run up by complainant	Reviewed matter and provided clarification and timeline of actions taken to date. Confirmed council will not be paying the hotel bill accrued by the complainant at their own discretion.	16-Jun-2014
17-Oct-2014	Complaint about new parking restrictions in Floral Way disadvantaging residents	Full clarification provided as to the amount of consultation carried out	14-Nov-2014
12-Dec-2014	Complaint about status on the housing list and not being assigned a particular property. Also unhappy about an environmental health issue and wish the council to pursue.	CEX reviewed case files and officers comments and responded to advise that the allocation of a nomination for the property in question was carried out correctly and in line with Hampshire Home Choice policy. Banding is also appropriate to level of need. With regard to environmental health issue, with over 20 visits, only 1 of which detected evidence it is not appropriate to continue to pursue.	08-Jan-2015
02-Feb-2015	Complaint related to planning issues	CEX reviewed information and provided clarification in response to points raised.	11-Feb-2015
18-Feb-2015	Continued complaint about the decanting of waste	Reviewed information available and advised customer that the situation will be monitored. Crew has been instructed to empty waste according to guidelines or more formal action will be taken.	02-Mar-2015

Date	Subject Matter	Response	Date of Response/ Closure
26-Feb-2015	Complaint about length of time waiting to be rehoused – believes medical condition should force higher priority	Reviewed the file. Provided clarification as to actions carried out correctly to date. Complainant has just been nominated for a property.	10-Mar-2015
26-Feb-2015	Complainant does not believe that he should be eligible for parking charge notice (pcn) – it has already been reviewed and pcn upheld	Provided clarification and carried out an informal second appeal. Confirmed that pcn still stands and complainant is liable.	05-Mar-2015
11-Mar-2015	Complaint about council refusing to pay discretionary housing payment.	Review of assessment undertaken but position upheld.	18-Mar-2015
18-Mar-2015	Complaint about the handling of two pcn and subsequent customer contact	Provided clarification of all actions taken and pcn still stand.	09-Apr-2015