

ANNEX 1**Revenues Annual Complaints Log 2015/16****Revenues Complaints summary**

Total number of complaints	32
<i>Of these 32 complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	13
Complaints relating to Benefits	8
Complaints relating to Council Tax	10
Complaints relating to recovery action	3
Complaints relating to customer service team	6
Service provided	5

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
21-Apr-2015	Complaint about business rates and the enforcement agent notice which	Recalled notice from agents and arrangement made. Agents instructed to review and amend	Pre-enforcement agent procedure to be reviewed so that full and relevant information is passed to them to ensure that notices are issued correctly.	29-Apr-2015

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	incorrectly stated would visit home address in respect of company debt.	notices for Business Rates. Letter to customer confirmed relevant legislation and apologising for the error and also confirmed that service would review the procedures.		
30-Apr-2015	Complaint about payment of rent made directly to landlord.	Apology issued as some of the information was incorrect during the process but confirmed that they had received all payments due.	Discussed in the team, but human error so no adjustment to processes applicable.	13-May-2015
5-May-2015	Complaint regarding CSU call waiting times.	Responded by telephone immediately explaining the long call wait times due to the bank holiday weekend and unprecedented number of calls due to the elections on 7 May. Apologised.	Not possible to resource for exceptional circumstances. However, recruitment currently underway.	5-May-2015
5-May-2015	Complaint about length of time waiting for call to Customer Services to be answered.	As above. Apology issued.	Additional staff available but volumes still unexpectedly high.	7-May-2015
8-May-2015	Complaint regarding council tax where personal data was issued to former partner.	Explained how error occurred and what measures have now been put in place to prevent error from occurring again.	Subsequently escalated to Data Protection officer. Amendment to procedures put in place.	19-May-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
9-Jun-2015	Complaint about the handling of a council tax account that is in the hands of executors.	Provided full clarification of all actions taken and advised that liable council tax person is not necessarily owner of property.	Apologised as the situation could have been explained more clearly in earlier customer interactions.	23-Jun-2015
18-Jun-2015	Complaint about advice from a CSU advisor.	Full apology issued. Matter discussed with advisor.	Staff error. Discussed with team member.	22-Jun-2015
28-Sep-2015	Complaint about the telephone manner of an officer in Revenues.	Apology letter sent to customer.	Further training may be required. Issue to be taken up with officer.	7-Oct-2015
14-Jul-2015	Complaint as MFD failed to scan documents correctly following system update (customer had to bring documents in again).	Agreed with IT that CSU will be advised when system updates occur so that checks can be carried out. Apology issued to customer.	IT to advise in advance to ensure that testing is completed when systems are updated.	14-Jul-2015
12-Jul-2015	Family member's garden waste continuously being missed. This was logged on MCS but closed by Environmental Services staff without action being taken.	Discussion with Environmental Services management to ensure closures not issued on MCS until actions are taken.	New system (MCS) put in place so teething issues can be expected. When closing an item on MCS the customer is instantly made aware, which could cause an unnecessary follow up call if the issue has not been resolved.	15-07-2015
27-Oct-2015	Following on from previous complaint, there was a further delay in sending out Housing Benefit payment and calculation of Council Tax Support.	Letter of apology and liaison with Aster regarding rent account. CTS calculated and refund to be issued.	Reminder at next team meeting regarding customer service. Refresher training to be arranged for some staff.	6-Nov-2015

Date	Subject Matter	Action Taken	Lessons Learnt/Process Review/Changes made as result	Date of Response/ Closure
13-Nov-2015	Complaint regarding the delay in dealing with an appeal and the attitude of staff when she enquired regarding progress.	Clarified with complainant that the appeal target is 3 months so still within time. Discussed staff shortages and attitude of some officers and apologised for the way this has made the customer feel.	Working to secure additional resources so the backlog can be reduced. Reminder to staff regarding customer service.	25-Nov-2015
25-Jan-2016	Complaint regarding the conduct of enforcement agents attempting to collect for prior occupant.	Written to customer to advise enforcement agents will not re-attend. Also advised that reasonable to attempt contact there. Enforcement agent's account very different to complainant's.	Will review issue with enforcement agents as part of service level monitoring.	25-Jan-2016 17-Feb-2016