

ANNEX 5**Housing & Environmental Health Annual Complaints Log 2015/16****Complaints summary**

Total number of complaints	11
<i>Of these 11 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints which resulted in learning points	2
Housing related	5
Environmental Health	4
Service levels	2

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-Jul-2015	Complaint about lack of response to a telephone call and email.	HOS spoke to customer who decided not to pursue complaint. Happy that it was acknowledged. Animal Welfare Officer to make contact today.	Keep in touch with customers.	15-Jul-2015
02-Nov-15	Unhappy with the administration for Pest Control treatment.	HOS responded to complainant informing them of the reasons why this oversight happened.	Emphasised the need for mobile working to access appointments made and action taken.	03-Nov-15