

ANNEX 3**Chief Executive escalations and cross service complaints 2015/16****Across service complaints summary**

Total number of escalations:	8
Total number of cross service complaints:	1 (CEX, P&B, FIN)
<i>Of these complaints:</i>	
Escalations to the LGO	2
Complaints which resulted in learning points	5
Planning enforcement	1
Planning applications	2
Footpaths	1
Benefits and Council Tax	4
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
23-Dec-2015	Complaint regarding the lawn maintenance and footpath put in place. Complainant believed	Letter clarifying process of putting in pathway, and confirmation that CEX investigation into complaint showed no inappropriate or		14-Jan-2016

	footpath was put in without consent and Council Officer showed unprofessional behaviour.	unprofessional conduct.		
8-Jul-2015	The Council undertook payment of tenant's rent at an agreed amount, but then did not make the landlord (complainant) aware of applicable deductions. If the complainant had known about the reduced rental figure, they would have initiated legal proceedings sooner.	Apology and payment made (£596.10) to cover the period where this error delayed the complainant's legal action. Complainant was not notified of adjusted amount as contact address was incorrect.	Issue raised with the team to ensure they check addresses for landlords when they are amending payments.	31-Jul-2015
5-Aug-2015	Planning enforcement complaint regarding neighbouring property. Complainant believes photographs of their property were taken unnecessarily and without permission.	Letter from CEX with clarifications on planning procedures and explanation of why photographs were taken. Confirmed that due to complainant's distress, photographs have been deleted.	Although the photographs were taken in full accordance with Planning procedures, full explanation must be given to resident when taking any photographs, so they are fully aware and clear of the reasons photographs are needed.	24-Nov-2015
8-Jan-2016	Complaint regarding the handling of family member's benefit claim. Alleged data protection issues and poor quality of correspondence. Family member was living in the complainant's annexe and	Letter sent apologising for correspondence not at the required standard. Clarification given regarding housing benefit process.	Staff reminded to ensure correspondence is of the expected professional standard.	29-Jan-2016

	claiming housing benefit.			
11-Mar-2016	Complaint about two planning applications regarding a parking area and smoke flue.	Clarification of planning application process and option to re-open an investigation into the parking aspect of the complaint.	CEX reiterated HoS response providing clarification of planning application process. It was also decided that the planning enforcement assessment can be re-opened.	30-Mar-2016

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

Date	Subject Matter	Response	Date of Response/ Closure
18-Feb-2016	Resident unhappy with HoS response regarding complaint on how their council tax payment was handled.	Reiteration of HoS's clarification.	2-Mar-2016
8-Mar-2016	Complaint regarding retrospective planning applications and concern that business traffic is driving over footpaths.	CEX response reiterating HoS response.	31-Mar-2016

Date	Subject Matter	Response	Date of Response/ Closure
15-Mar-2016	Complainant unhappy with the outcome regarding a complaint about the Council's instruction of enforcement agents for council tax liability.	Reiteration of HoS's clarification and option of payment plan offered.	7-Apr-2016