

**ANNEX 2****Community & Leisure Services Annual Complaints Log 2015/16****Complaints summary**

<b>Total number of complaints</b>	<b>10</b>
<b><i>Of these 10 complaints:</i></b>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Complaints resulting in learning points or service improvements	4
The Lights Theatre	2
Trees and countryside works	4
Open Spaces/sports facilities	2
Anti-social behaviour	1
Parks and playgrounds	1

**Complaints which resulted in learning points or service improvements**

<b>Date</b>	<b>Subject Matter</b>	<b>Action Taken</b>	<b>Lessons Learnt/Process Review/Changes made as result</b>	<b>Date of Closure</b>
07-Oct-2015	Complaint about theatre tickets incorrectly sent out.	Apologies and explanation given, together with a £20 voucher.	Box Office to review and ensure tickets sent out as per databox contact detail. Training update for box office staff.	08-Oct-2015

03-Dec-2015	Complaint about fitness organisation (military) using Vigo Park and causing 'nuisance'.	Drafted up formal agreement with 'Parafit'.	Formalise agreements with like organisations.	04-Dec-2015
10-Dec-2015	<p>Complaint raising child safeguarding concerns at The Lights Theatre Children's Drama Group.</p> <p>Complainant stated the themes of the play 'Stones' were age-inappropriate for the cast members and that consent wasn't directly sought from parents regarding the content of the play.</p> <p>Complainant also alleged that a volunteer assisting at the play was not DBS checked and that children are not adequately supervised at the end of the Theatre Group sessions whilst waiting for parental collection.</p>	A response was prepared to complainant answering the concerns raised.	<p>A review of the matter was conducted with the Council's Lead Officers and there were no breaches of policy or safeguarding issues.</p> <p>However, The Lights Theatre will ensure they provide parents with an outline of the play when we write to inform them of performance dates.</p>	18-Dec-2015

4-Feb-2016	Complaint was twofold – complainant's first concern is that she wasn't made aware of the work to be done on the Romsey canal. Complainant is upset at the extent of the work and the vegetation being removed. Secondly, they claim the Environmental Officer involved on site was unpleasant and intimidating to them.	Manager apologised for not informing complainant of work and agreed to keep them informed in future by email.  Discussed and investigated behaviour of Officer but found there to be no basis for complaint.	To keep residents informed of work to be done in the area, even small scale works.	4-Feb-2016
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