

Revenues (Including Customer Services) Annual Complaints Log 2016/17

Revenues (including Customer Services) complaints summary

Total number of complaints	18
	(Revs 5, Benefits 11, CSU 2)
<i>Of these 18 complaints:</i>	
Escalations to Chief Executive	2
Escalations to the LGO	2 – assessment stage – not investigated
Unhappy with decision	9
Delay/Lack of response	3
Other	6

Examples of complaints that resulted in explicit learning points or service improvements (8)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
17-May-16 & 1-June-16	Complainant unhappy that personal information was given out to a third party.	Full DPA investigation undertaken and results sent to Corporate Director. Letter of apology sent to customer by HOS.	Reminder to all benefits staff about the relevant security procedures when taking telephone calls.	3-June-16
19-May-16	Complainant unhappy with delay in responding to appeal and the Council's response and interpretation of the regulations.	HOS has researched the Regulations and believes that they have been applied correctly. Complainant advised that they would need to appeal if they	Reminder to all benefits staff regarding the interpretation of the regulation concerned.	14-June-16

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	The complainant felt the officers were not confident in the regulations that would apply.	are not happy with the decision. Apologised for the delay in responding, and explained that appeals generally do take longer to respond to and this was actioned within one day of the Council being notified that a notice of eviction had been issued.		
2-June-16	Complainant unhappy with out of hours service and subsequent telephone conversations with CSU Manager.	A telephone call was made to the complainant from HOS discussing issues, and advised the Council will look to improve the information held by the out of hours service.	The out of hours manual has been reviewed.	9-June-16
16-June-16	Complainant unhappy with questions asked in relation to a Discretionary Housing Payment application and the delays in dealing with the claim.	Letter sent by manager to confirm assessments had been amended and apologising for the delay and any distress caused. DHP claim assessed.	Backlogs continue to be monitored.	20-June-16
5-Sept-16 8-Sept-16	Complainant was unhappy with the delay in processing change of address and they were advised that the form was lost and requested a new form to be completed. Further follow up complaint as requested payment for Housing Benefit in respect of previous address should have been made to them not the landlord. Complainant also e-	Form was found but had not been scanned to work queue. A new form was therefore given priority and an apology was given. HoS e-mailed a response clarifying position and that all outstanding benefit had been sent. Previous landlord was contacted to make sure there was no credit on the rent account and advised one weeks rent remained outstanding.	Review of scanning process and confirmation that this is a genuine error that may happen from time to time, relevant checks appear to be working.	7-Sept-16 19-Sept-16

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
	mailed Chief Executive regarding Romsey office and stress caused.			
14-Sept-16	Complainant claims they were poorly advised on instalments needed / status of account balance. Asking for part write off and goodwill payment of £500.	Apology for lack of clarity in communication. Compensation declined.	Training with member of staff involved.	19-Sept-16
26-Sept-16	Complainant unhappy with a Housing Benefit overpayment.	Clarification given.	E-mail response to MP and customer, late notification of changes in circumstances so overpayment correctly raised.	28-Sept-16
9-Feb-17	Account incorrectly closed.	Written apology for error in closing account incorrectly.	Team to check change of address notifications have been allocated to the correct property.	10-Feb-17