

**Housing & Environmental Health Annual Complaints Log 2016/17**

**Complaints summary**

<b>Total number of complaints</b>	<b>17</b>
<b><i>Of these 17 complaints:</i></b>	
Escalations to Chief Executive	4
Escalations to the LGO	4 – 3 of these were not investigated
Unhappy with Council decision	8
Delay/ Lack of response	2
Staff conduct	1
Other	6

**Examples of complaints that resulted in explicit learning points or service improvements (2)**

<b>Date</b>	<b>Subject Matter</b>	<b>Response</b>	<b>Lessons Learnt/ Changes made</b>	<b>Date of Closure</b>
16-Aug-16	Complaint regarding caravan site licensing and lack of response.	Complaint was embedded within an FOI. Letter of clarification sent including apology for delay in response. Apology for lack of response to previous email.	Officers reminded of the need to respond to each individual email, even when email covers the same content dealt with in recent correspondence.	16-Aug-16
23-Dec-16	Complainant was told they would receive a refund of the charge that they paid by direct debit for a visit from a pest control officer, which was	HoS response confirming that the refund was requested but unfortunately there was a breakdown in communications. Apology given and confirmation that the refund had been processed that day.	Officer receiving the request to follow the process from start to finish.	

Test Valley Borough Council - Overview and Scrutiny Committee - 20 September 2017

<b>Date</b>	<b>Subject Matter</b>	<b>Response</b>	<b>Lessons Learnt/ Changes made</b>	<b>Date of Closure</b>
	subsequently cancelled. This has not yet been refunded.			