

## Estates and Economic Development Annual Complaints Log 2016/17

### Estates and Economic Development Complaints summary

<b>Total number of complaints</b>	<b>2</b>
<i>Of these 2 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGO	0
Staff conduct	2

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

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
30-Jun-16	Complaint about an operative's driving when overtaking the complainant on a blind bend.	Investigation carried out, vehicle tracker report checked. No evidence could be established to confirm complaint however member of staff has been formally spoken to. Apology given.	There is a current project assessing the viability of installing 360° cab cameras and dash-cams in the Council's fleet of vehicles. This project is being managed by Environmental Services but it is anticipated that subject to consultation, these devices will be installed in every vehicle owned by the Council, including those used by Estates. The project outcome is expected by March 2018.	12-Jul-16

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
30-Jun-16	Complainant alleged that the operative drove through a red light on the Tesco roundabout.	Investigated but no evidence could be established to confirm complaint. Apology given to complainant.	There is a current project assessing the viability of installing 360° cab cameras and dash-cams in the Council's fleet of vehicles. This project is being managed by Environmental Services but it is anticipated that subject to consultation, these devices will be installed in every vehicle owned by the Council, including those used by Estates. The project outcome is expected by March 2018.	12-Jul-16