

Community & Leisure Services Annual Complaints Log 2016/17

Complaints summary

Total number of complaints	15
Of these 15 complaints:	
Escalations to Chief Executive	3
Escalations to the LGO	1 - not investigated as premature complaint
Unhappy with Council decision	12
Delay/ Lack of response	1
Other	2

Example of complaint that resulted in explicit learning points or service improvements (1)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
10-May-16	Complaint regarding the advertising for a show booked at The Lights Theatre. Complainant requested that the Council prosecutes.	The company hiring the venue was spoken to and advised that the advertisements were illegally posted and they should remove the unauthorised advertisements. The complainant was informed of this action.	To ensure that the T&C's are met by companies hiring the venue. These state they must " <i>Manage and conduct all performances in such a manner that nothing shall be done which shall lower the reputation of the premises or breach any act of parliament or regulation or order</i> ".	10-May-16