

Chief Executive escalations and cross service complaints 2017/2018

Across service complaints summary

CEX service complaints:	2
Number of cross service complaints:	9
Number of escalations to the Chief Executive:	12
<i>Of these 12 escalated complaints:</i>	
Referrals to the LGSCO	8, of which the LGSCO declined to investigate 5.
Escalated complaints breakdown:	
Planning enforcement	2
Planning applications	3
Environmental Health matters	3
Benefits and Council Tax	2
PCN	1
Other planning	1

CEX service complaints and/or cross service complaints

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
20-Oct-17	CEX complaint: Complaint regarding Andover and Romsey town shopping survey. Complainant is unhappy that their age was a barrier to them taking part.	DB explained regarding the age limits set by survey.	To reinforce instructions to explain the statistical requirements before rejecting.	23-Oct-17
10-Oct-17	CEX complaint: Complainant's number is registered with telephone preference service but received a call about Romsey and Andover survey 2017.	DB explained that Telephone Preference Service does not restrict from marketing surveys.		11-Oct-17
16-Jun-17	Cross-service complaint with REVS, CSU and ENV: Complainant has a mobility disability and is deaf. They made a complaint about the way they were dealt with and staff conduct, in addition to complaints regarding bin collection and council tax support.	Letter from Complaints and Communications Officer offering an apology and also clarification regarding bin collection and council tax support.	The matter was raised with the Equalities Officer and further training will be provided on using the portable Hearing Loop. Refresher Equalities Training will also be provided.	30-Jun-17

<p>27-Jul-17</p>	<p>Cross-service complaint with H&EH, P&B (trees), C&L (trees) and L&D: Ongoing complaint regarding the maintenance of neighbouring property's garden and rats.</p> <p>This complaint was also escalated to CEX.</p>	<p>This complaint previously completed the complaints procedure and was investigated by the LGSCO who decided: <i>The Council has properly considered use of its discretionary powers to deal with problems caused by the poor condition of the garden of a private home. It has taken practical action to help those affected. There is no fault in the Council's actions.</i></p> <p>As there may be change in the situation, this is again being investigated, primarily by H&EH.</p>	<p>To continue to do our utmost to reconcile the expectations of the public with our legal position.</p>	<p>Current</p>
<p>08-Aug-17</p>	<p>Cross-service complaint with ENV and CSU: Complaint that this is the third time that their bin and their neighbour's bin have been missed. Their bins have always been put outside the same place for the last 7 years on a Tuesday. The complainant has noticed in the past 2 months that other neighbour's bins are also not being collected.</p> <p>The second part of the complaint is how they believed they were spoken to when they phoned up reception.</p>	<p>Bin was collected and email sent in response apologising to the complainant for the Council's omission. They were also advised that the call had been listened to by the Customer Services Team Leader who considered that the member of staff had dealt with the matter in an appropriate manner.</p>	<p>To ensure that the feedback loop is complete with frontline staff to avoid repetition of missed bins.</p>	<p>10-Aug-2017</p>

	on the grave and would prefer to maintain the area themselves.			
4-Nov-17	Cross-service complaint with HEH and C&L: Complainant believes there is a rat problem on the green area by Town Mills, Andover.	Response sent confirming that following a report in early October, C&L requested that the Pest Control Officer undertake a rodent control treatment and that treatment is still continuing. The treatment was started on 11 October and the officer has been visiting at least once each week. Treatments can take some time to complete, particularly in public areas where the options for safe rodenticide treatments are limited.	To manage the balance between feeding the ducks and public health.	08-Nov-17
10-Nov-17	Cross-service complaint with ENV and HEH: Complaint about treatment received by the Housing team in regards to the housing list. The complaint also includes the removal of the complainant's caravan and it allegedly being broken into by Enforcement Team.	Response provided to explain that there was no contact made regarding the enforcement notice on the caravan and the database was checked so it was assumed abandoned. The caravan was returned to the complainant once notified that it was not abandoned. Clarification also given on the housing issues.		24-Nov-17
11-Nov-17	Cross-service complaint with IT and EED: Complainant is unhappy with the letter received detailing the planned review of traffic management in East Andover as it contains errors. The	Response to: 1. apologise for the grammatical errors in the letter. 2. explain that the non-delivery of	IT are reviewing alternative methods for delivery of emails to Councillors.	14-Nov-2017

	second part of the complaint is the non-delivery of emails to a Councillor's email address with no indication.	Councillors' emails arises from an international practice introduced by some ISPs and is beyond the Council's control.		
29-Mar-18	Cross-service complaint with CEX, REVS and ENV: Complainant had received TV News and their Council Tax bill and their complaint covered the increase in Council Tax, garden waste services and recycling, the cost of TV News to print and distribute, and the infrastructure and parking issues in Romsey.	Response from Complaints officer collating all service responses. Response explained the council tax increase, provided clarification around garden waste and recycling, detailed cost information and reasons for printing TV news and clarified matter around current Highways works in Romsey.		13-Apr-18

Complaints escalated to the Chief Executive

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
25-May-17	Escalated complaint of noise stemming from nearby development site.	CEX response to reiterate Council's responsibility and clarification on acceptable noise. Evidenced steps taken by EH throughout the period of the complaint to monitor noise.		15-June-17

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24-Aug-17	case officer treated her and others involved in the planning application on land adjacent to their property. Concern was also expressed that the application regarding the footpath is of local public interest and has not been dealt with appropriately.	above and signposting again to LGSCO.		13-Sep-17
23-Jun-17	Escalated complaint regarding the alleged noise nuisance from wood chipper.	<p>CEX response reiterating the half hour event wouldn't warrant statutory nuisance and the EH team dealt with his concerns appropriately.</p> <p>This complaint went to the LGSCO and is noted on their letter, attached in the report. Their decision was to not investigate.</p>	To be sensitive to the difficulty of managing expectations of the public.	13-July-17
27-Jun-17 12-Jul-17	<p>Complaint escalated as complainant is unhappy with HoS response regarding their Penalty Charge Notice (PCN). Also alleged further misconduct by officer.</p> <p>Further emails as unhappy with</p>	<p>CEX reiterated previous responses with emphasis on legal framework on PCN. No evidence of alleged misconduct.</p> <p>Email from complaints officer to confirm</p>		7-Jul-17

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
	CEX response and requested details of how officer was investigated regarding alleged misconduct.	CEX and Hos investigated as detailed in response, including the outcome and therefore signposted to LGSCO.		
27-Jul-17	<p>Escalated cross-service complaint with H&EH, P&B (trees), C&L (trees) and L&D:</p> <p>Ongoing complaint regarding the maintenance of neighbouring property's garden and rats.</p>	<p>This complaint previously completed the complaints procedure and was investigated by the LGO who decided: <i>The Council has properly considered use of its discretionary powers to deal with problems caused by the poor condition of the garden of a private home. It has taken practical action to help those affected. There is no fault in the Council's actions.</i></p> <p>As there may be change in the situation, this is again being investigated, primarily by H&EH.</p>	To continue to do our outmost to reconcile the expectations of the public with our legal position.	Current
4-Aug-17	Complainant unhappy with Hos response and escalated to CEX. Complaint alleging they have been discriminated against as a disabled person with regards to their housing situation and homelessness application.	CEX response reiterating that the Council has made significant efforts to resolve the matter and therefore do not agree that we have failed in our housing duties or that the Council has discriminated against the complainant.		23-Aug-17
28-Sept-17	Repeat complaint re planning application and alleged lack of enforcement.	A scheduled site visit took place and the Council received legal advice regarding enforcement and met with the owners	To recognise the importance of responding to	9-May-18

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		<p>and representatives to discuss the next steps. Complainant advised of requirements put in place and that enforcement will proceed if these requirements are not met.</p>	<p>complainants promptly and delays lead to frustration and entrenched positions being taken. Staff and managers have been reminded of the importance of dealing with complaints more promptly. Service to monitor complaints more proactively.</p>	
7-Nov-17	<p>Complaint regarding the provision of a path on a development. The complainant is unhappy with previous responses from P&B.</p>	<p>Cex letter clarifying that the issues raised are currently the subject of consideration by the Planning and Building Service, in relation to the applicant’s proposals to modify the section 106 agreement.</p> <p>The complainant’s letter has been passed to the planning officer dealing with the application to fully take into account all their representations prior to the determination of the application.</p> <p>Currently with LGSCO.</p>	<p>Complaints were taken into account in the consideration of the relevant planning application.</p>	24-Nov-17
19-Mar-18	<p>Escalated complaint regarding the alleged failure of the Planning department to deal with breaches of</p>	<p>CEX response with further clarification given, and considers no fault in how P&B dealt with matter. All of the resident’s</p>	<p>To maintain awareness of the subjective nature of design in the planning</p>	10-Apr-18

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	<p>planning consent including how the application and approval were handled.</p>	<p>complaints have been investigated and the enforcement team continues to liaise with agent where relevant.</p> <p>Acknowledged that the opinion of design is subjective process which will engender differences in opinion.</p> <p>Currently with LGSCO.</p>	<p>process.</p>	
<p>27-Mar-18</p>	<p>Escalated complaint requesting compensation for an underpayment of Housing Benefit.</p>	<p>CEX response reiterating HoS response and that compensation is not justified in this case.</p> <p>The HoS had reviewed the case and at no time were benefit assessments queried. The case was picked up following a routine review of students. Compensation not relevant as the Council was not made aware there was a problem or that the customer was struggling with their rent payments. However the Council agreed to refund the court costs.</p>	<p>To continue to review student assessments on a regular basis due to the complexity of the grants being awarded.</p>	<p>13-Apr-18</p>