

Housing & Environmental Health Services Annual Complaints Log 2017/18

Complaints summary

Total number of complaints	13
<i>Of these 13 complaints:</i>	
Escalations to Chief Executive	4
Escalations to the LGSCO	2
Multi-service complaints	2
Unhappy with Council decision	5
Delay/ Lack of response	2
Enforcement	5
Other	1

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

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
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Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
30-Nov-17	The complainant submitted a request for pest control and paid the fee. They have not been contacted and they are upset as they have not got the service they have paid for.	Apology given. Arranged for a contractor to contact the complainant and arrange to visit them the next day to do a pest treatment. The Council reimbursed the fee paid by the complainant. HoS contacted the complainant who is satisfied with the outcome.	To ensure services are provided in a prompt and efficient manner.	4-Dec-17