

Revenues (Including Customer Services) Annual Complaints Log 2017/18

Complaints summary

<b>Total number of complaints</b>	<b>13</b>
<b><i>Of these 13 complaints:</i></b>	
Escalations to Chief Executive	1
Escalations to the LGSCO	0
Multi-service complaints	4
Unhappy with decision	7
Universal Credit and Benefits	2
Staff conduct	2
Other	2

Examples of complaints that resulted in explicit learning points or service improvements (4)

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
4-Apr-17	Customer rang up with a garden waste renewal enquiry and was unhappy with the way the advisor dealt with them.	HOS listened to telephone call and sent apology by e-mail and clarified renewal process.	The advisor was working across two teams and needed further training regarding renewal process.	7-Apr-17
19-May-17	Complainant is unhappy with the decision to make payments of Housing Benefit direct to tenant when a safeguard arrangement is already in place to pay landlord.	Assistant Benefits Manager responded to the landlord and apologised for not collecting all information when making decision to change payee. Payment of final HB amount due made to landlord.	Reminder to team of safeguarding arrangements.	30-May-17
4-Oct-17	Complainant unhappy with actions taken in respect of Council Tax Support claim as they believe their special needs were not being taken into account.	HOS held a face to face interview listening to all the issues and apologised. Explained all the processes and that conflicting information was sent to us by the DWP. Reviewed claim documents and requested backdate awarded as this was the remedy the customer was seeking.	Vulnerability issued raised at the next team meeting and vulnerability training arranged for all benefits staff.	4-Oct-17

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
6-Dec-17	Complaint regarding the confusion between whether Housing Benefits or Universal Credit is applicable. The complainant claimed the information on the TVBC website is misleading and caused distress when trying to sort out their child's situation regarding supported living.	<p>HOS telephoned customer to discuss problems. Followed information on website and applied for housing costs via Universal Credit, Service Centre told customer this was incorrect as was living in supported accommodation had to apply for HB. The property is supported accommodation so information from DWP was incorrect. HOS followed this up with DWP and confirmed housing costs would be included in first payment of UC.</p> <p>HoS rang the complainant to confirm the information from the service centre and advised claim for Housing Benefit would be closed. Also advised that the Council will look at providing clearer information on website.</p>	Amendment made to the website to say if in supported accommodation ring the benefits team for advice. DWP have clarified that TVBC do not have access to UC Full Service information so team have been advised how to deal with customer queries in the future.	13-Dec-17