

Community & Leisure Services Annual Complaints Log 2017/18

Complaints summary

Total number of complaints	11
<i>Of these 11 complaints:</i>	
Escalations to Chief Executive	0
Escalations to the LGSCO	1
Multi-service complaints	1
Unhappy with Council decision	4
Tree works	2
Delay/ Lack of response	1
Other	4

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

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
3-May-17	Complainant is concerned at the way in which works to a wildlife habitat has been carried out and without consultation with the Parish Council.	Letter sent explaining why the works had been carried out and an explanation stating that there is no obligation to consult with the Parish Council.	Matter raised with officers. There was a good level of communication generally but due to the visual impact of the works, this difference could have been explained more explicitly.	10-May-18

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
17-Oct-17	Complaint regarding the promised provision of a badminton venue for a club during the period of the Andover Leisure centre rebuild.	Response provided by a Councillor to explain the difficulties the Council has had in providing alternative venues for the very specific needs of the group. The response gave assurance that a considerable amount of effort has been expended providing alternative venues for the group, particularly in trying to arrange accommodation for activities at another venue. An alternative venue was found and equipment was purchased (by the Council) in order for the club to share with another club locally.	To maintain a high level of communication and contact with key stakeholder groups.	20-Oct-17