

Estates and Economic Development Services Annual Complaints Log 2017/18

Complaints summary

<b>Total number of complaints</b>	<b>28</b>
<b><i>Of these 28 complaints:</i></b>	
Escalations to Chief Executive	1
Escalations to the LGSCO	2
Multi-service complaints	1
Staff conduct	2
Parking enforcement	12
Penalty Charge Notices	7
Premises matters	3
Other	4

<b>Examples of complaints that resulted in explicit learning points or service improvements (2)</b>				
<b>Date</b>	<b>Subject Matter</b>	<b>Response</b>	<b>Lessons Learnt/ Changes made</b>	<b>Date of Closure</b>
13-Jul-17	Complainant unhappy with the way in which a parking enforcement appeal was dealt with by the parking team and by the correspondence sent to them.	HoS letter with clarification on why the letter was dealt with as an appeal. Also confirming that In future all correspondence will include the officer's name.	All PCN appeal reply letters to include the officers name in addition to signature on appeal correspondence.	20-Jul-17
9-Feb-18	The complainant is upset with the way a parking warden spoke to them when receiving a PCN.	Email sent to apologise for the behaviour and assured the customer that this was not the CEO's intention to come across in that manner.	CEOs alerted to how others may perceive behaviour and to make sure that they display appropriate behaviour at all times to members of the public.	20-Feb-18