

Housing & Environmental Health Services Annual Complaints Log 2019/20

Complaints summary

Total Service level complaints	15
Multi-service complaints	3
<i>Of these complaints:</i>	0
Escalations to Chief Executive	1
Escalations to the LGSCO	0
Council error / incorrect action	2
Unhappy with decision taken	12
No response / poor communications	1
Staff conduct	0
Other	0

Example of complaint that resulted in explicit learning points or service improvements (2)				
Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
10 Apr 19	Complaint regarding a derelict house. The house has been empty for many years and over that time the property has had vermin in the garden and squatters staying. The resident feels that TVBC has allowed the situation to continue for too long.	HoS response explaining that we were unable to answer fully due to data protection but TVBC have been trying to get the property brought back into use and are in weekly contact with the owner.	Ongoing work with the owner of the property to address the issues. Reports pending setting out the route forward for TVBC in bringing the property back into use.	11 Apr 19
2 Aug 19	Complaint that the Council has been avoiding its responsibilities in dealing with an alleged rodent issue stemming from the neighbouring garden.	HoS response to explain actions taken and what the council is able to do.	HEH continue to respond to service requests and act on the evidence in each instance to respond appropriately.	14 Aug 19
11 Nov 19	Complainant is unhappy with the classification of three bedroom parlour houses on Hampshire Home Choice.	HoS response confirming the Council will review the circumstances as they relate to TVBC's housing processes after a visit can be made. Contact will then be made to set out how the council might be able to assist a move forward.	Ensure that anomalies impacting families of a certain size on the Housing Register are kept under review with RP partners.	20 Nov 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
26 Nov 19	Complainant is unhappy at actions taken by pest control. There are currently dead rats in their loft as bait had been put down by pest control who were to return but didn't, when the customer stayed in.	Environmental Health Manager investigated and apologised. Pest control contacted the complainant to visit as soon as possible and the issue was resolved.	Actively ensure Pest Control is responsive and meeting customer expectations (wherever practicably possible).	2 Dec 19