

## Community & Leisure Services Annual Complaints Log 2019/20

### Complaints summary

<b>Total Service level complaints</b>	<b>12</b>
<b>Multi-service complaints</b>	<b>2</b>
<b><i>Of these 12 complaints:</i></b>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	0
Unhappy with decision taken	4
No response / poor communications	1
Staff conduct	0
Other	7

### Examples of complaints that resulted in explicit learning points or service improvements

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
10 Apr 19	Complaint as tree leaning very close to property and tree roots would not allow resident to replace a perimeter fence. Garden is adjacent to public footpath and they want to secure the property as they are often troubled by youths who loiter in that area.	HoS response confirming a site inspection was done on 4 June 2019. Tree was not showing any signs of ill health and officer had severed ivy but felt there was no reason to fell tree.		29 Apr 19
14 Apr 19	Complaint regarding the fair at Roman Way due to the noise and rubbish.	Responded to advise that the comments made will be shared with HEH colleagues and the ward councillors to discuss.	Consultation undertaken with Ward members in advance of any such proposed events	18 Apr 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
8 May 19	Complaint regarding antisocial behaviour in the new play park at Picket Twenty. Children are climbing across tunnels and sitting on top. Resident believes the structure needs to be assessed before an accident happens.	Responded to explain that the site is subject to final snagging before being opened to the public. The tower was favoured by the public during a consultation process in 2018. The Community Safety Team is monitoring the area to prevent further antisocial activity. The play area location has been on the plan since 2008, which after public consultation was deemed acceptable. Complainant advised to call 101 if they witnessed any further antisocial behaviour.	Alterations made to equipment design to prevent climbing on the outside of the unit.	9 May 19
24 Jul 19	Complaint that branches from a tree were hanging over into the resident's garden, reaching down to the shed and growing towards the house. The tree is starting to lean towards the house with the weight of these branches. There has also been a delay and no response to this complaint.	There was an issue determining the boundary which has fallen between a number of council services and apology given for lack of communication.  It was arranged for the tree to be pruned away from the boundary and reduced to around hedge height.		19 Aug 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
14 Jan 2020	Complaint regarding antisocial behaviour occurring at the play area in Colenzo Drive. The complainant does not believe the council has assisted properly in this matter. The Council had been corresponding with the complainant before they submitted this formal complaint, hence the reference to a meeting in November 2019 in the response column.	<p>HoS response to detail the actions the Council had taken and clarification around what is able to be done. Advised that it can be referred as a Community Trigger review, for a multiagency response.</p> <p>This was taken up and the meeting held in November 19. Advised complainant of the outcome.</p> <p>Resident remained unhappy with the response received. The matter was reviewed and there was no change in circumstance. The response letter reflected this.</p>		13-Feb-2020