

Property and Asset Management Services Annual Complaints Log 2019/20

Note: For Q1, this service was Estates and Economic Development

Complaints summary

Total Service level complaints	19
Multi-service complaints	3
<i>Of these complaints:</i>	
Escalations to Chief Executive	2
Escalations to the LGSCO	1, which the Ombudsman declined to investigate.
Council error / incorrect action	2
Unhappy with decision taken	13
No response / poor communications	0
Staff conduct	0
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
20 May 19	Complaint about parking in Dances Close as they state that too many permits have been issued and there is an overcrowding of vehicles. The parking is poor and people are parking using a visitor permit when they live in a different road.	Response to advise that the enforcement team regularly patrols the area but that extra enforcement has been requested. Advised that obstructive vehicles on a footpath are not in contravention to any prohibitions. Also advised that some properties in a different street are eligible for permits.	Extra enforcement in Dances Close.	24 May 19
20 Feb 2020	Tried to use three separate car parking ticket machines in Asda car park but each one said payment interrupted. No ticket produced but had been charged each time. Would like £6 refund for the charges (no ticket).	Investigated cause of payment interruption. Responded to advise that the transactions may have been charged at a later date. Investigated payment interrupted message. Asked customer to reconcile bank statements with parking charges.	Reviewed payment interrupted message.	28 Feb 20