

Community & Leisure Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	6
Multi-service complaints	0
<i>Of these 6 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGSCO	0
Council error / incorrect action	0
Unhappy with decision taken	5
No response / poor communications	0
Staff conduct	0
Other	1

Example of complaint that resulted in explicit learning points or service improvements (3)				
Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
13-Jul-2020	Late night noise and ASB which is disturbing their children. The park is also being left in a mess, litter, dog poo, BBQ debris. Would like area patrolled. Police informed them to contact Council.	Repose was co-ordinated via CSMG with Police increasing their visible patrols and the fire service also visiting to check for any concerns about the BBQ comments as a fire risk.	Not aware of any repeat of these incidents since. Joint response recommended for any future incidents.	23-Jul-2020
03-Aug-2020	Unhappy that the car parks are closed at Knighthood leisure centre, as they wanted to take their disabled family member to use the facilities. Thought they were entitled to do so under the disability rights act.	Explanation given. Due to lockdown sites were closed but arrangements made to open the car park at certain times.	Arrangements in place to ensure car park remained open (managed by TVBC) during lockdown 2	07-Aug-2020
15-May-2020 C&L	Wants signage displayed in all public areas to keep dogs on leads - in order to comply with Gov.uk guidelines for social distancing. Additional complaint - Human Rights Act	Explanation and clarification given	Appropriate signage was put in place advising site visitors to keep dogs under effective control at all times.	24-Jun-2020