

Housing & Environmental Health Services Annual Complaints Log 2020/21

Complaints summary

Total Service level complaints	9
Multi-service complaints	0
<i>Of these complaints:</i>	0
Escalations to Chief Executive	1
Escalations to the LGSCO	2
Council error / incorrect action	2
Unhappy with decision taken	5
No response / poor communications	0
Staff conduct	0
Other	2

Example of complaint that resulted in explicit learning points or service improvements (1)

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
11-Jan-2021	Feels they have been unfairly treated after failing to get the property they had bid for via Hampshire Homechoice.	Clarification given	Identified a training need for new staff who undertake the assessment of Housing Register applications and we will be addressing this to try and prevent the situation from occurring again in future.	26-Jan-2021