

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

Examples of complaints that resulted in explicit learning points or service improvements (3)

Date	Subject Matter	Action Taken	Lessons Learnt	Closure
13-Jun-2020	Unhappy that Waitrose shoppers have to queue up in multistory car park instead of chantry Centre. Feels car park is squalid and disgusting	Explanation given, plan to review.	No other alternative was available because other retail units in the Centre were able to trade again, and they also needed to be able to allow customers to queue. Funding allocated to improve the car park eg better lighting.	23-Jun-2020
04-Sep-2020	Refund voucher at Asda car park didn't print. Informed Beech Hurst rec - suggested the machines are returned to ticket rather than voucher to save getting ripped off.	Aware of situation with machine removing refund. Engineer sent to remove door to help the situation.	Door-flap on new ticket machines may hinder retrieval of ticket refund slip. Removal of door-flap resolves this issue, without causing any issues to the dispensed ticket (most machines are under shelter in any event)	07-Sep-2020
27-Nov-2020	Postcode query. Emailed Council's Street naming inbox in Aug 2020 but no response. Confusion for delivery companies. Would like both properties allocated to one postcode.	Requested action and investigated why there was a delay.	Regular monitoring of Street Naming and Numbering inbox, response timeframe in place and additional admin support to log enquiries.	30-Nov-2020