

**Chief Executive escalations and cross service complaints 2020/21****Across service complaints summary**

<b>CEX service complaints:</b>	<b>0</b>
<b>Number of multi-service complaints:</b>	<b>1</b>
<b>Number of escalations to the Chief Executive:</b>	<b>6</b>

**CEX service complaints and/or cross service complaints**

Date	Subject Matter	Response	Lessons Learnt/Changes made	Date of Closure
2-Jul-21	<p>Dissatisfied and upset by the way they were dealt with by staff from Building Control and Revenues.</p> <p>Challenged a building control charge as believed to be exempt.</p>	<p>Clarification given on the way fees are charged and offer for a member of building control to visit and review the work to establish if a charge was applicable.</p> <p>Apology for inappropriate language used.</p>		16-Jul-21

## Complaints escalated to the Chief Executive

Date	Subject matter	Response	Lessons learnt / changes made	Date of closure
15-May-20	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 regarding the Human Rights Act	CEX responded outlining that sufficient signage is in place for dogs on leads in public spaces. Confirmed that the data protection concern is being dealt with through the appropriate process, outside of the complaints process.		24-Jun-20
28-Apr-20	Unhappy with the planning approval of a new development as they are now overlooked by new residents.	CEX responded reiterating points laid out by the head of service and concluding that the decision made was sound.		14-May-20
01-Oct-20	Unhappy with the procedures for dealing with their planning application. Feels that they were dealt with unfairly.	CEX responded reiterating points laid out by the head of service and concluding that the application was dealt with fairly.		26-Oct-20
27-Nov-20	Complaint about bollards forcing cars to park on disabled access	CEX responded with an explanation and referred to HCC as the highway authority.		09-Dec-20
15-Feb-21	Unhappy with the way a planning officer handled their application.	CEX responded clarifying the process and information required. Also highlighted that the head of service will speak to team members to ensure any outstanding issues area dealt with in a timely fashion.	Team reminded of the importance of timeliness in responding to outstanding issues.	3-Mar-21
28-May-20	Delay in moving to new housing association property with special requirements. Lack of information given by the council. Felt discriminated.	CEX responded explaining the council's role and expressing apologies for the delay and reassurance that the council will liaise with relevant partners to put processes in place to prevent reoccurrence.		18-Jun-20