

## Finance & Revenues (Including Customer Services) Annual Complaints Log 2020/21

### Complaints summary

<b>Total service level complaints</b>	11
Multi-service complaints	1
<b><i>Of these complaints:</i></b>	
Escalations to Chief Executive	0
Escalations to the LGSCO	0
Council error / incorrect action	2
Unhappy with decision taken	5
No response / poor communications	1
Staff conduct	0
Other	3

### Examples of complaints that resulted in explicit learning points or service improvements (4)

Date	Subject Matter	Action Taken	Lessons Learnt / changes made	Closure
17-Aug-2020	Requested information about a planning matter - still waiting after 6 weeks. Asked for full refund of £35 for the search as the council have failed to provide the documents as requested.	Refund given and planning reports sent	Delays were caused by vacant posts which have since been filled	17-Aug-2020
04-May-2020	Lack of response from Business Rates Team concerning request for grants	Apology given and request fulfilled	Guidance updated	07-May-2020
27-Oct-2020	Housing - Universal credit	Clarification given	Training for officer regarding importance of accuracy and use of all information received.	06-Nov-2020
10-Nov-2020	Housing benefit overpayment error	Payment set up and clarification given.	Reminder to team related to overpayment processes before sending communication to customers	11-Nov-2020

### Multi service

02-Jul-2020 P&B Revs	Outbuilding conversation - dissatisfied and upset by the way they were dealt with by staff from Building Control and Revenues.	Apology given for the way this was initially dealt with by staff. Building control manager offered to visit the site to establish if the charge was correct	Relevant staff engaged with to ensure they are aware of the sensitivity and confidentiality issues involved.	16-Jul-2020
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