

## ANNUAL COMPLAINTS LOG 2021/22

## FOR COMMUNITY AND LEISURE

## EXAMPLES OF COMPLAINTS THAT HAVE RESULTED IN EXPLICIT LEARNING POINTS OR SERVICE IMPROVEMENTS

## Complaints Summary

<b>Service level Compliant</b>	<b>7</b>
<b>Escalation to the Chief Executive</b>	<b>0</b>
<b>Escalation to the LGSCO</b>	<b>0</b>

Date	Stage	Matter	Action	Actions derived from lessons learnt
02/08/21	One	Request in June for shrubbery be cut back in the communal car park and surrounding areas, but no evidence of the work being undertaken.	Shrubbery was cut back before the end of August as promised to customer.	Keep the customer informed of the process to rectify their complaint.