

## ANNUAL COMPLAINTS LOG 2021/22

## FOR FINANCE AND REVENUES

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

## Complaints Summary

<b>Service Level Complaints</b>	<b>9</b>
<b>Escalation to the Chief Executive</b>	<b>1</b>
<b>Escalated to LGSCO</b>	<b>0</b>

Date	Stage	Matter	Action	Actions derived from lessons learnt
10/09/2022	One	Resident received envelopes that were unsealed, in relation to housing benefit. Concern that this was a potential data breach	Apologised that the letter had opened, but reassured to state that it is likely that it was unseen by others	For checks to be made to ensure that envelopes are properly sealed.
14/10/21	One	Staff Conduct on phone	Manager emailed customer to apologise for staff conduct - explained that approach and method is guided by legislation.	Reminder to team about conduct.
08/11/21	One	Unhappy with proposed repayment plan of Council Tax and unhappy with tone of staff member he spoke to on the phone when trying to resolve the issue	An apology for the tone of voice of staff members. Explained that reason Council Tax was due was because resident never made a Council Tax payment when living in his previous address between 1 September 2020 and 18 January 2021.	Arranged a repayment plan and resident satisfied with outcome

**ANNEX 6**

/22	One	Resident upset with CSU member of staff who gave a response when he rang to enquire about impact of storm Eunice on bin collection.	CSU called to apologise to resident for the conduct of the staff member.	Would raise in weekly teams meeting and a regular reminder to staff to be mindful of customer's individual circumstances.
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