

ANNUAL COMPLAINTS LOG 2021/22

FOR LEGAL AND DEMOCRATIC SERVICE

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

Complaints Summary

Service Level Complaints	3
Escalation to the Chief Executive	2
Escalated to LGSCO	1

Date	Stage	Matter	Action	Actions derived from lessons learnt
19/09/21	One	Councillor complaints process – unhappy with way in which complaints made about himself, and by himself, have been handled.	HoS has written to resident setting out how the investigation has taken place and the appointment of the external investigator.	Measures put in place to monitor a time frame for councillor complaints
23/02/22	One	Chairman of a Parish Council registered to speak as Southern Area Planning Committee but was prevented from doing so because he was not on the list to speak.	A response was given, to say that he has unintentionally been left off the list due to a human error. HoS explained that this mistake was a one off and explained the actions she would be taking forward to ensure it did not happen again. Resident responded to thank her for the response and that he accepted her apology.	Put in place measures to prevent it happening again.