

## ANNUAL COMPLAINTS LOG 2021/22

## FOR PROPERTY AND ASSET MANAGEMENT

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

## COMPLAINTS SUMMARY

<b>Service Level Complaints</b>	<b>3</b>
<b>Escalation to the Chief Executive</b>	<b>0</b>
<b>Escalated to LGSCO</b>	<b>0</b>

<b>Date</b>	<b>Stage</b>	<b>Matter</b>	<b>Action</b>	<b>Actions derived from lessons learnt</b>
06/10/21	One	Parking Complaint - PCN issued to a vehicle parked with no valid parking session. Motorist felt PCN issued incorrectly believing valid parking session was in place, and unhappy with attitude of enforcement officer towards him.	PCN was issued correctly, motorist had made error and booked parking on RingGo in wrong car park. Acknowledged officer may have raised voice in response to driver shouting at her, and so reminded patrol officer of behaviour expected. However, driver advised of standards of behaviour expected from the public towards officers having then driven his vehicle at the enforcement officer.	Reminder issued to remain calm, not to match the customer's tone

**ANNEX 5**

28/10/21	One	<p>Parking complaint about non TVBC issues including multiple trip hazards in the highway section of Andover High Street, and request for speedbump on George Yard service road.</p> <p>Also complained about other landscaping and signage issues, and the need for CCTV to catch motorists speeding around car parks.</p>	<p>Service request sent to Env Servs re landscaping. Informed that new pedestrian crossing sign to be installed at access to Anton Mill Rd Car Park, and advised complainant that TVBC is already in process of implementing speed warning signage/floor markings in the Asda car park. Adv CCTV already in place considered appropriate and proportionate at this time.</p>	<p>Car Park signage will continue to be regularly reviewed, and there are already regular maintenance inspections of the car park.</p>
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