

Community & Leisure Services Annual Complaints Log 2018/19

Complaints summary

Total number of complaints	11
<i>Of these 11 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGSCO	0
Multi-service complaints	2
Countryside/ green spaces/ parks	2
Tree works	3
The Lights	3
Other	3

Examples of complaints that resulted in explicit learning points or service improvements (3)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
17 Aug 18	<p>Complaint regarding a children's workshop at The Lights theatre. Complainant stated that the website did not specify this was a children's only event and adults were to drop off and return at the end, resulting in the customer purchasing an unnecessary parking ticket.</p> <p>In addition, it was described as a workshop to sing and dance to Disney songs. It did not specify it was a choreographed session where children would learn a specific dance and rehearse it to perform to parents at the end. The complainant believes they were mis-sold the event.</p>	<p>Response sent stating that workshops are tailored to specific age groups by professional tutors and the age groups are always stated in Lights brochures and website listings. Workshops for children under 5 always state that an accompanying adult is required. For older groups this is not required as tutors are all very experienced and able to manage class size.</p> <p>Comments will be taken on board and if required, the Lights will make the website and brochure information clearer. A refund was offered.</p> <p>Box office staff are always available to any enquiries prior to booking.</p>	Website and brochure information to be made clearer if required for future workshops.	20 Aug 18

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
22 Oct 18	The customer visited the Lights and was allocated the seats in the back row, directly in front of the sound / lighting room. Their complaint is that the air conditioning was cold and blowing on their seats and the experience at the Lights was not enjoyable.	Complaint investigated and tickets to see another show were offered to the customer.	Front of house staff will monitor any further issues with the seats and a meeting planned with a team of consultants.	30 Oct 18
16 Jan 19	Complaint regarding the tree works that were undertaken behind their property and the lack of response to their correspondence.	Response from officer explaining why the tree was felled and confirming that communication with residents around tree removal will be reviewed, to ensure the reasons for such work are fully explained.	To review communication with residents on tree removals that may impact them or their property.	29 Jan 19