

Revenues (Including Customer Services) Annual Complaints Log 2018/19

Complaints summary

Total number of complaints	23
<i>Of these 23 complaints:</i>	
Escalations to Chief Executive	1
Escalations to the LGSCO	1, which was later withdrawn by the complainant and not investigated by the Ombudsman.
Multi-service complaints	1
Universal Credit and Housing Benefits	8
Lack of response/ delay	2
Staff conduct	2
Council tax	4
Other	7

Examples of complaints that resulted in explicit learning points or service improvements (6)

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
23 May 18	Complainant is unhappy with the way an overpayment enquiry was handled.	Email sent to apologise and explain that the information from DWP regarding sanctions was not up to date so incorrect information was given to the customer.	To review sanction cases to ensure information held from DWP is up to date.	12 Jun 18
1 Aug 18	Complaint regarding a delay in dealing with an appeal.	This was a very complex case requiring management review before a final decision could be made. Additional evidence was requested and a detailed explanation of revised Housing Benefit decision was sent and the customer was satisfied with outcome.	There was a vacant benefits manager role so this limited resource available to undertake Housing Benefit appeals. The Service sought to address this as part of a full service review to take effect from 1 April 2019.	5 Sept 18
10 Aug 18	Complaint alleging a potential data protection breach as a letter was sent to a previous address after the resident notified the Council to update their records.	Email sent from HOS to apologise for error as the information was received by CTAX team and not updated on benefits records. All addresses updated following complaint.	Council Tax team managers advised that all addresses in Revenues database need to be updated.	23 Aug 18

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
14 Oct 18	Complaint as the customer had received a third letter regarding failure to return disabled band reduction form even though they had taken it to reception in person twice. They were also concerned about the whereabouts of the two missing forms as they contain personal data and requested assurance that no data breach has occurred.	Letter with apology from HoS. A batch of review forms were printed without the appropriate bar code that would ensure replies were marked as complete. The response went into the work tray and was not actioned before the reminder was sent.	To ensure barcodes are included on appropriate documents when mailings are sent to customers.	17 Oct 18
18 Jan 19	Customer was upset at not being able to wait in the TVBC reception for an early appointment with Job Centre. They were informed that the seats in reception are not for Jobcentre visitors.	HoS liaised with manager at Jobcentre and they have now advised that the appointment times have been moved back to avoid queues building at front of house. An apology was sent to the customer advising them that front of house officers have been told customers can wait in the council reception area.	Jobcentre appointment times have been moved back to reduce the number of customers calling in before their offices open.	31 Jan 19

Date	Subject Matter	Response	Lessons Learnt/ Changes made	Date of Closure
6 Mar 19	Customer is unhappy that court fees had been applied to their account as they claim they did not receive the reminder.	Clarification given on the reminder sent, with an apology as a copy of the reminder sent to the customer included an incorrect date.	Change made to the retention of reminder files produced by the system.	14 Mar 19