

## Appendix 1

## Annual complaints figures

31 March 2015 to 1 April 2016

Department	Stage 1 complaints *	Responded to within timescale	Upheld	Partially upheld	Not upheld	Stage 2 complaints	Responded to within timescale	Upheld	Partially upheld	Not upheld
<i>Chief Executives</i>										
Strategic Finance	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<i>Development &amp; Infrastructure</i>										
Roads and Amenity	134	114	43	23	68	24	20	4	6	14
Planning & Regulatory	11	11	5	3	3	48	46	1	33	14
Economic Development	2	1	0	2	0	2	2	0	0	2
<b>Total</b>	<b>147</b>	<b>126</b>	<b>48</b>	<b>28</b>	<b>71</b>	<b>74</b>	<b>68</b>	<b>5</b>	<b>39</b>	<b>30</b>
<i>Customer Services</i>										
Customer & Support	47	42	15	6	26	9	9	3	1	5
Facility	9	8	5	0	4	1	1	0	0	1
Governance and Law	3	5	0	0	3	7	6	0	0	7
Improvement & HR	3	3	1	0	2	1	1	0	0	1
<b>Total</b>	<b>62</b>	<b>58</b>	<b>21</b>	<b>6</b>	<b>35</b>	<b>18</b>	<b>17</b>	<b>3</b>	<b>1</b>	<b>14</b>
<i>Community Services</i>										
Community & Culture	17	12	6	3	8	2	2	0	0	2
Children & Families	0	0	0	0	0	0	0	0	0	0
Adult Care	0	0	0	0	0	1	1	0	0	1
Education	39	32	13	8	18	21	14	1	6	14
<b>Total</b>	<b>56</b>	<b>44</b>	<b>19</b>	<b>11</b>	<b>26</b>	<b>24</b>	<b>17</b>	<b>1</b>	<b>6</b>	<b>17</b>
<b>Overall totals</b>	<b>265</b>	<b>228</b>	<b>88</b>	<b>45</b>	<b>132</b>	<b>116</b>	<b>102</b>	<b>9</b>	<b>46</b>	<b>61</b>

\* Stage 1 figures include complaints which were escalated to stage 2

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<b>Service</b>	<b>Summary of complaint</b>	<b>Summary of corrective action</b>
Customer and Support	Council tax overcharge	Training issued raised with Council Tax section to ensure these errors do not occur again.
	Councils approach to progressing blue badge application	Email response to an online application has been amended to advise customers of payment, refunds and timescales of the application process
	Customer issue around Council Tax online payments	Customer provided with explanation of the limitations of the system and options on alternative ways to pay
	Customer issue around advice from CSC	Additional information and training provided to staff
	Unhappy with process and deadline placed on them to supply the supporting documentation	Apology given and Customer advised that Benefit Assessor should have waited to receive evidence from Customer
Education	Incident which arose when daughter was on excursion to Dunoon Grammar School	HT to ensure that future communications clearly identify where pupils will be integrating with pupils from other schools
	Provision of education for pupil	Alternative times arranged for pupil to complete project and they have since passed the Added Value Unit
	Failure to exercise its statutory responsibility in managing Luss Primary School	School review being carried out and full response issued
	Parent has received no communication from the school regarding pupil not completing any work in school for 2 months	Apology issued acknowledging the schools error of judgement in not contacting the parent regarding concerns over pupil's engagement and effort.
	Manner in which HT treated pupil	Future meetings will be conducted by another teacher and all information will be supplied to Parent before the meeting
Roads and Amenity	Public toilets beside west bay play park are not open	Apology issued and customer advised Council would ensure public conveniences were open during school holidays
	Condition of toilets at Glendaruel	Apology issued and explanation provided. Public convenience cleaned same day
	Lack of refuse uplift on Colonsay	Amenity Services to discuss cover for vehicle breakdowns with the Fleet Section
	Bin collections on Luig	Apology issued customer advised that lighter vehicle would be used in future and collection day will be changed to Friday

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Parking ticket machines not taking new 5 and 10p pieces	Apology issued. New machines have been purchased for Helensburgh
Recycling bins not getting emptied	Apology issued, bins emptied and site will be monitored to ensure this issue does not recur.
Condition of blaize pitch at Mossfield following the recent circus	Booking forms amended to advise customers that they will be invoiced for any damage incurred
Faulty tickets machines in Luss car park	New solar power ticket machines to be purchased and fitted on site
Public toilets at Claonaig ferry to Arran	Immediate closure of toilets, temporary facility to be erected
Failure to response to communication	Staff now aware of procedure for dealing with such enquiries
Failure to act to resolve drainage problems at customer's house	Roadside drainage cleaned and outfalls jetted
Failure to address issues relating to condition of roads and footpaths	Permanent pothole repairs carried out with specialised equipment
Council staff parking in such a way as to obstruct customer's driveway	Staff advised to be mindful of sight lines and not block them when parking their vehicles
Unsecured refuse falling off the back of moving bin lorry	Toolbox talk carried out
Failure to collect recycling waste	All service changes must be intimated timeously and the information transmitted to the public as soon as possible
Damage caused to customer's property during refuse collection	Supervisor carried out briefing with refuse crew
Condition of Tayinloan Pier	Remedial works undertaken
Condition of Duncholgan TP Site access road.	Temporary repairs carried out while funding is sought for further works
Failure to respond to emails about flooding issue	Customer contacted by phone, apology issued. Roads Inspector met with customer to discuss flooding issues over the next few days.
Complaint about member of Amenity Services Staff	Training undertaken with Officer to ensure that identification is displayed
Complaint regarding drainage on Drumfork Road, Helensburgh	All Roads Staff have been advised that "at risk" culvert grills to be inspected twice weekly and cleared not less than fortnightly for the remainder of the winter service

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		period
	Complaint about member of Amenity Services staff	Reminder to be issued to staff regarding the Council's No Smoking Policy
	Complaint about failure to repairs street lights	New procedure written following service choices and budget approval
	Complaint about the replacement ferry between Jura and Islay	Checks on handrails will be done if this particular ferry is used as a replacement again
	Failure to process invoice timeously	Emphasised to staff that when batches are being certified and authorised they should be checked for any urgent invoices to ensure that the batch header is marked Urgent
	Perceived unfairness in issuing parking tickets	Parking bays marked and new signs erected
	Failure to respond to customer	Officer reminded on how they respond timeously to requests
	Complaint about driver of a refuse vehicle	Squad will be re-briefed through a toolbox talk and spot checks will be carried out to make sure that they are adhering to procedures
Planning and Regulatory	Anonymous letter was briefly published online	Staff spoken to and the importance of procedures and categorisation of representation letters has been emphasised. Apology issued.
	Incomplete records resulting in service request not being progressed, when officer left the Council	Guidance to Officers to ensure open cases are identified, discussed and actions taken to progress them and better recording of actions on IT system relating to service requests.
	Failure to respond to a communication	Training on IT system to ensure better recording and monitoring of responses to correspondence. Apology issued.
	Failure to provide feedback to job applicant	Apology issued and full explanation of Council's position given to applicant
	Complaint about a staff member	Apology issued and monitoring of staff member would take place.
	Failure to notify customer of neighbouring planning application.	Staff have been briefed as to correct interpretation of neighbour notification procedure
	Unhappy about the way her noise complaint was	Procedure to ensure we maintain regular contact with our

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	handled	customer re transitional arrangements when an officer leaves, and all documentation for service complaints to be scanned into our document management system - to be completed within 3 months.
	Length of time take by the Council to make a decision about Right of Way at Castle Toward	Greater priority will be given to circulating the outcome of any investigation into a Public Right of Way or Access Issue. A two week target will be set in future
Community and Culture	Charging policy at Helensburgh Swimming Pool	Registration forms amended to include all relevant information
	Swimming timetable on website incorrect	Error on website detected which was rectified and monitoring in place to avoid similar situation
	Condition of health suite at Helensburgh Pool	Staff have been instructed to ensure the health suite area is cleaned regularly
	Possible breach of confidentiality	Service processes have been updated
Improvement and HR	Unacceptable service from HR to join supply list	Refresher training arranged for team members to remind them of importance of following up pending PVG applications