

APPENDIX 1**COMPLAINTS MONITORING****Formal Complaints made to Departments**

	Date 01.04.03 to 30.09.03	Subject Matter	Department/ Division/ Contractor	Date Concluded	Outcome	Comments/ Improvements Made	Learning Outcomes
1	2 April	Housing Benefit	BT/Council Tax	17 Apr	Full response explaining calculation of Council Tax and reason for summons being issued. Explanation given to avoid reoccurrence of this situation in future.	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
2	4 April	Planning Application	TES/Planning	14 May	Full response explaining procedures taken for this application.	Consultation exercise undertaken with regard to resident's parking and the need for introducing resident's parking scheme	None
3	10 April	Council Tax	BT/Council Tax	15 Apr	Full response outlining Council Tax procedures.	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
4	16 April	Planning Application	TES/Planning LCAS	21 May	Full response outlining procedures complied with regarding permission for rebuilding.	Not applicable	Not applicable
5	23 April	Staffing Complaint	BT/Customer Relations	12 May	Full apology for lack of assistance and forms not included	"One off" error	Staff reminded of procedures
6	28 April	Maintenance of Lifts	SC/Housing/ Maintenance/ Contractor	10 Jul	Apologies for the difficulties in reporting to the Repair Line. Operator was questioned but no evidence of incorrect procedures could be established.	Looking at ways to speed up the service by new software, extending the service out of normal office times and more staff to back it up.	None

7	28 April	Council Tax	BT/Council Tax	30 May	Full response explaining calculation of Council Tax and reason for summons being issued, apologises for form not being included.	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
8	20 May	Housing Benefit	BT/Housing Benefit	21 Oct	Further explanation re calculation of Housing Benefit i.r.o. Tenant		None
9	20 May	Pathways – Weeds	LCAS/Parks Management	22 May	Full response detailing the action that will be taken.		None
10	21 May	Bus Shelters	TES/Highways	17 Jun	Full response confirming law and Council procedures have been complied with.		None
11	27 May	Leisure Membership	LCAS/Policy & Development	3 Jun	Full response detailing how changes were implemented, offer of pro rata membership fee.		None
12	27 May	Council Tax	BT/Council Tax	30 May	Full response explaining calculation of Council Tax and reason for summons being issued. Apology given for failure to note payment had been made prior to Bailiffs visit.	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
13	28 May	Planning Application	TES/Planning CETC/ Democratic Services	20 Aug	Letter from CE & TC/Leader detailing that no evidence of maladministration by the Planning Dept referred to LGO		Referred to LGO
14	6 Jun	Tree Damage	LCAS/BT/ Insurance	23 Jun 9 Jul	Outlined procedures for tree maintenance. Ins – Suggested referral to complainants Motor Insurer		None
15	6 Jun	Council Tax	BT/Council Tax	10 Jun	Full response outlining legalities regarding contact addresses and confirming summons issued correctly.	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
16	11 Jun	Claim for Property Damage	BT/Insurance	3 July	Informed dealt with in accordance with Council Procedures		None
17	12 Jun	Damage to Property/ Anti-Social Behaviour	SC/Housing		No copy of response on file despite requests.		None

18	12 Jun	Damage to Fence	ELL	19 Aug	Referred matter to School concerned as they have their own formal complaints policy	Possible improvement to fence around school	None
19	19 Jun	Civic Amenity Staff	TES/Waste Management/ Cory	7 Jul	Informed that the matter would need to be referred to Cory to carry out investigation.	Complaint against Cory staff.	None
20	25 Jun	Housing Application	SC/Housing	3 Jul	Application reviewed for transfer under HOMES mobility scheme, nomination not accepted.	Procedures followed correctly.	None
21	25 Jun	Housing Application	SC/Housing	8 Jul	Apologised for upset cause, when planned rehousing was unable to go ahead due to unforeseen circumstances.	Department failed to explain situation when it occurred. Had it don so no complaint would have arisen.	Staff need to be regularly updated on procedures
22	26 Jun	Housing Application	SC/Housing/ ICT/ Ombudsman		Request for information processed. Info supplied to LGO	With LGO	
23	30 Jun	Council Tax	BT	19 Aug	Outlined procedure for payment of Housing Benefit	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
24	01 Jul	Dropped Kerb	TES	6 Aug	Site visit resulted in repair due to sub standard concrete	Contractor has been changed.	Higher level of Contract supervision in place
25	03 Jul	Benefits Information	BT	30 Jul	Not pursued as did not provide information as requested.		
26	03 Jul	Waste Collection	TES/Cory	31 Jul	Informed that Cory could find no evidence of a spillage, but did carry necessary equipment to deal with such a problem.	Review of all cleansing procedures	Review of all cleansing procedures
27	10 Jul	Property Use	TES/Planning Enforcement	4 Aug	Outlined position re business activities of neighbour, informed a diary of activities would need to be kept to enable a further review.	Long standing complaint.. Referred to LGO no maladministration found.	None

28	10 Jul	Waste Sacks	TES	30 Jul	Informed of delivery schedule and investigation into non return calls	Review of telephone procedures required.	Review of telephone procedures required.
29	14 Jul	Dropped Kerb	TES/Highways	3 Feb 04	Complaint due to lack of response from department to when remedial work of vehicle crossing would be undertaken. Referred to TC/Leader under Appeals Stage.	Temporary contractors employed to deal with backlog of vehicle crossing works. Arrangements are being made for work to be done, complaint was upheld.	None
30	18 Jul	Council Tax	BT/Council Tax	24 Jul	Outlined procedure for issuing summons was correct	Procedures are clearly set out by Borough Treasurers. Complainant failed to comply with them.	None
31	23 Jul	Graffiti	SC/Housing		Graffiti removed		None
32	23 Jul	Housing Maintenance	SC/Housing BT/Insurance	2 Jan 04	Repairs carried out to kitchen units, apology for lack of responses, confirmation that housing meets Decent Homes Standard. Referred matter to CE & TC/Leader under Appeals stage of Complaints Procedure.	Not pursued further due to death of Mrs Crispe (complainant).	None
33	29 Jul	Airshow	LCAS/Cultural Services	11 Nov	Thanked complainant for specific information, confirmed that various issues raised would be given consideration re the future planning of Southend Airshow plus full explanation given to all points raised. Referred matter to CE & TC/Leader under Appeals stage of Complaints Procedure, no evidence of maladministration.	Further liaising with Police regarding parking enforcement and emergency routes. LGO found no or insufficient evidence of maladministration.	LGO
34	30 Jul	Drainage Problems	TES/Waste Management	12 Aug	Replacement of gully pot.	Angian Water did further survey discovering tree roots in gully drains, resulting in renewal.	None

35	13 Aug	Planning Application	TES/Planning	21 Aug	Explanation of Planning Application Procedures		None
36	18 Aug	Planning Application	TES/Planning	11 Nov	Referred matter to CE & TC/Leader under Appeals stage of Complaints Procedure, No maladministration found.		None
37	26 Aug	Council Tax	BT/Council Tax SC/Housing	03 Feb 04	Explanations given for calculation of Council Tax and ways of payment. Referred matter to CE & TC/Leader under Appeals stage of Complaints Procedure, no maladministration found.	Training to be given to Housing Assistants on the HBIS Screen to allow payment at regional office without payment book at the Central Office.	Need to train all staff involved in this process.
38	26 Aug	Planning Application	TES/Planning	24 Sep	Explanation of Planning Procedures and Objections		None
39	26 Aug	Staff Complaint	LCAS/Admin & Business Support	15 Sep	Explanation of Safety Regs relating to numbers contained in the Register Office, also use of Videos/Cameras, apology on behalf of Council re Member of Staff	Member of Staff formally spoken to by line manager and the level of customer care re this individual will be monitored.	None
40	29 Aug	Plant Pruning	LCAS/ Recreation & Amenity TES/Waste Management/ Cory	5 Sep	Site Inspection, no evidence of dumped rubbish, other than vegetation cuttings at Electricity Sub Station. Informed about collection of waste and ownership of sub station.	On this occasion LCAS have made arrangements to cut back any vegetation without commitment for future action.	None
41	29 Aug	Dropped Kerb	TES/ Engineering	7 Oct	Apologies for distress, approval of vehicle crossing.	Reviewing planning policy re vehicle crossings, to ensure robustness, consistency.	None
42	29 Aug	Planning Application	TES/Planning	03 Feb 04	Apologies for lack or delay in responding. Referred matter to CE & TC/Leader under appeals stage, no maladministration found.	Aims to respond to letters within 15 working days	Need to improve on response times to letters, departments need to keep complainants better informed on what they are doing.

43	02 Sep	Planning Application	TES/Planning	11 Nov	Referred matter to CE & TC/Leader under Appeals stage of Complaints Procedure, no maladministration found.		None
44	03 Sep	Planning Application	TES/Planning		Full response to points raised in previous letters regarding application	Suggestions given to applicant regarding changes to plans Letter received 22.01.04. wishing referral to Appeals Stage. No maladministration found.	None
45	18 Sep	Replacement Shed	SC/Asset Management & Maintenance	15 Oct	Informed whose responsibility the repair is, but Council agreed to repair shed on her behalf.		None
46	19 Sep	Allotment Maintenance	LCAS/ Recreation & Amenity Services	23 Sep	Referred to Leigh Town Council as their responsibility.		None
47	23 Sep	Housing Maintenance	SC/Housing	22 Oct	Arrangements made for an Electrical Engineer to make an inspection regarding bulbs and wiring.	Suggestions made that fluorescent bulbs would be better than standard bulbs for use in staircase lighting.	None
48	25 Sep	Sound Proofing	SC/Housing		Requested review on 12.12.03.	No pursued as complainant moved	None
49	30 Sep	Planning Procedures	TES/Planning	30 Jan	Explained in greater detail procedures used with regard to Planning Applications. Referred to Leader/TC.	No evidence of Maladministration	None
50	30 Sep	Clearance of Waste	SC/Housing	26 Nov	Apologies for delay in responding. Had visit from Maintenance Officer, refuse removed.	Letter sent to all residents regarding disposal of waste, spot checks to be carried out by Caretaking Supervisor and East Area Housing Office.	None
51	30 Sep	Breach of Planning Conditions	TES/Planning	27 Oct	Full response outlining procedures/action taken regarding breaches of planning conditions		None