

**CYNGOR SIR YNYS MON / ISLE OF ANGLESEY COUNTY COUNCIL**

<b>MEETING:</b>	<b>Governance &amp; Audit Committee</b>
<b>DATE:</b>	<b>21<sup>st</sup> September 2023</b>
<b>TITLE OF REPORT:</b>	<b>Concerns, Complaints and Whistleblowing 1<sup>st</sup> April 2022- 31<sup>st</sup> March 2023</b>
<b>PURPOSE OF THE REPORT:</b>	<b>Advise the Committee on the extent to which the Council is compliant with its Concerns and Complaints Policy</b>
<b>REPORT BY:</b>	<b>Director of Function (Council Business) / Monitoring Officer</b>
<b>CONTACT OFFICER:</b>	<b>Corporate Information and Complaints Officer Ext. 2588 <a href="mailto:dylanowen3@ynysmon.gov.wales">dylanowen3@ynysmon.gov.wales</a></b>

## **CONCERNS AND COMPLAINTS**

### **1. Introduction & Summary**

- 1.1 This report provides information on issues arising under the Council's [Concerns and Complaints Policy](#) along with the number of whistleblowing disclosures made under the Council's [Whistleblowing Policy](#) for the period 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023.
- 1.2 This report includes Social Services complaints but only those where the complainant is not a service user. Social Services user complaints are dealt with under the [Social Services Policy – Representations and Complaints Procedure for Children and Adults](#). These are [reported](#) annually to the Corporate Scrutiny Committee. There is no data by Social Services users included in this report.
- 1.3 Concerns and complaints can provide valuable information about how the Council is performing, what users think of our services, and how and where we should focus improvements.
- 1.4 During the period 1<sup>st</sup> April 2022 – 31<sup>st</sup> March 2023, 321 concerns were received and 40 complaints were received. 39 complaints have received a response at the time of writing this report, with one unresolved case.
- 1.5 The Public Service Ombudsman for Wales (PSOW) defines a “concern” as an expression of dissatisfaction that can be resolved ‘there and then’, at the initial point of contact, or very soon thereafter. A complaint is usually more serious in nature, may often not be possible to remediate, and generally requires an investigation into the circumstances before a response or resolution can be achieved.

## 2. Concerns

- 2.1 The overall number of concerns across services has increased during the period 69% (**Table 1, Appendix 1**). The services with the highest number of concerns were Housing, Leisure and Resources.
- 2.1.2 **Housing** – An increase was reported by the Service with the figure rising from 53 in 2021/22 to 184 in 2022/23. During 2022/23 a new feedback function was implemented within the Housing Management System. The Service considers that there was over reporting in the initial phase of implementation, with staff inputting day to day service requests in addition to those concerns meeting the definition of the PSOW. Had the data been reported correctly, it is estimated that the number of concerns would have been 95; being an increase of 42 when compared to 2021/22.
- 2.1.3 **Leisure** - An increase of 11 concerns were noted in 2022/23; being 48 when compared to 37 in the previous year.
- 2.1.4 **Resources** – The figure for the Service remains relatively high, but in fact represents a decrease in the number of concerns when compared with those reported in 2021/22. In 2021/22 the figure was 43, and in 2022/23, the figure reduced by 12, to 31.
- 2.2 In order to comply with an instruction by the PSOW, and a discussion held in the Governance and Audit Committee in 2022, detailed information about concerns has been collected since the 1<sup>st</sup> October 2022. Of the 321 concerns received during the year, 145 of these were received between the 1<sup>st</sup> October 2022 and 31<sup>st</sup> March 2023. A service by service representation of the 145 concerns is in **Table 2 -Appendix 1**, which reflects the enhanced level of data being collected and reported by the services.
- 2.3 Of the 145 concerns received between the 1<sup>st</sup> October 2022 – 31<sup>st</sup> March 2023, 41 were upheld in full, 1 was partly upheld and the remainder were not upheld and were dealt with as routine service requests.

## 3 Complaints

- 3.1 Of the 39 complaints addressed during the period, 10 were upheld in full, 4 were partly upheld and 25 were not upheld.
- 3.2 10% of the complaints received were escalated from concerns. 1 of the complaints received during the year was sent direct to the Council by the PSOW, who required the Council to process it according to the internal procedure before consideration by the PSOW.
- 3.3 If dissatisfied with the conclusion of the Council's complaints process, a complainant may escalate their case to the PSOW. Of the complaints investigated by the Council, 7 were escalated to the PSOW by the complainant. These cases were rejected by the PSOW without formal investigation. Please also refer to section 6 of this report, which provides information about complaints dealt with by the PSOW in 2022/23. Those having been through the Council's internal process as well as any made direct to the PSOW.

3.4 40 complaints requiring investigation by the Council was a reduction of 14, down from 54 in 2021/22. These are shown in the attached table (**Table 1 - Appendix 1**)

#### **4 Late Responses to Complaints**

- 4.1 The overall rate of responses to complaints issued within the specified time limit (20 working days) was 74.4%, down 5.2% on the previous year. When responses are late, services are expected to send a 'holding response' to the complainant to keep them informed of progress and to explain reasons for the delay and to give an estimated response time.
- 4.2 Of the 39 complaints investigated by the Council, 10 of these were late responses.
- 4.3 Late responses were sent out during 2022/23 by Housing (1), Housing & Social Services (1) (using joint protocol), Public Protection (2) and Resources (6).
- 4.4 The figure for Resources is higher than other services but is lower than its late response rate for 2021/22. Information from the Service explains this as additional works within the Service with various Government grants, post pandemic, having contributed to the late responses during 2022/23.
- 4.5 The late response of 9 days between Housing and Social Services is explained by the Services as additional meetings which took place with the complainant to discuss the complaint; which then required separate and joint discussions between the services.
- 4.6 Public Protection had one late response of 12 days, where a detailed investigation had to take place into two elements, one of staff processes and the current process of applying for a license.

#### **5 Lessons Learnt**

- 5.1 The [Concerns and Complaints Policy](#) places an emphasis on learning lessons from concerns and complaints and thereby improving services. Council Services are expected to take concerns and complaints seriously and to learn from any mistakes that have been identified to limit the risk of the same issues occurring again in the future.
- 5.2 As mentioned above, during 2022/23, 10 complaints were upheld and 4 complaints partly upheld. **Appendix 2** shows information received from the services regarding lessons learnt and any practice which has evolved as a consequence of these findings.
- 5.3 In relation to concerns during 2022/23, 41 concerns were upheld and 1 concern partly upheld, **Appendix 3** shows information received from the services regarding lessons learnt and any practice which has evolved as a consequence of these findings.

## 6 Complaints to the PSOW

### 6.1 Complaints about Services

6.1.2 There is no internal right of appeal against a decision reached in response to a complaint, but the [Concerns and Complaints Policy](#) includes the option of escalating a complaint to the PSOW when the complainant remains dissatisfied with the Council's response.

6.1.3 There were 25 complaints referred to the PSOW between 1st April 2022 – 31st March 2023, these comprise of the following:

- 10 were escalated following formal responses under the Council's Complaints Procedure,
- 8 matters related to reviews of previous decisions from 2021/22; and
- 7 were complaints made direct to the PSOW.

6.1.4 Of the 25 cases referred to the PSOW, 5 resulted in early resolution/settlement, which then closed the matters and the remaining 20 were not taken into investigation.

6.1.5 The PSOW has a [Complaints Handling Process](#) in place to decide on whether or not a case merits investigation or not.

### 6.2 Complaints about Members

6.2.2 A complaint against an elected member must be based on an alleged breach, or breaches, of the Members' Code of Conduct, with the PSOW exercising 'first sift' jurisdiction (i.e. assessing merit) before deciding if, and how, to proceed.

6.2.3 During 2022/23, 1 code of conduct complaint was received by the PSOW against a County Councillor but was closed without any investigation after initial assessment. Limited information about such complaints is formally reported to the [County Council's Standards Committee](#) twice a year.

6.2.4 For the sake of completeness, complaints about the elected members of Town and Community Councils, in relation to the same Code of Conduct, are also reported twice a year to the [County Council's Standards Committee](#).

6.2.5 There are also summaries available in the PSOW's quarterly Casebook Summary which can be found at <https://www.ombudsman.wales/code-of-conducts/>

## 7 Language Related Complaints

7.1 During the reporting period there were no complaints under the Concerns & Complaints Policy in relation to the Welsh Language.

7.2 In addition, the public have the right to complain direct to the Welsh Language Commissioner but these complaints are not sent back to the Council to be investigated and are not therefore included in this report. Any such complaints are reported in the [Welsh Language Standards Annual Report](#) which is published on the Council's Website by the 30<sup>th</sup> June every year.

## 8 WHISTLEBLOWING

- 8.1 The Council's [Whistleblowing Policy](#) and local Guidance document was devised to encourage and enable employees to raise those concerns, which fall within the ambit of the Policy, without fear of victimisation or discrimination. Whistleblowing is the popular term used when a member of staff (it includes contractors but does not relate to the public or elected members) raise concerns about fraud, criminality, danger or serious risk that might threaten the public, their co-workers or the Council's reputation.
- 8.2 The level of information usually provided in this report has been agreed by the Leadership Team as, owing to the inevitably sensitive and confidential nature of such matters and the Council's legal obligation to protect Whistleblowers from detriment in the workplace, only limited information can be disclosed.
- 8.3 Following consultation with Directors/Heads of Service there were 0 whistleblowing concerns raised during the reporting period. If whistleblowing concerns were raised during the year, the following information would have been presented.

Date Raised	Type of Disclosure*/ Reported to	Nature of Concern	Investigated	Outcome	Lessons learned	Results fed back to the Whistleblower

\* A first level disclosure means reported within the Council, as opposed to second level disclosure (to Regulators) or third level disclosure (to the media)

## 9 Key Messages from the Data

- 9.1 Complaints regarding elected Members, the Welsh Language (within the Concerns & Complaints Policy) and Whistleblowing are not a cause for concern and require no further specific action.
- 9.2 The number of concerns received during the period has increased from 189 in 2021/22 to 321 in 2022/23. Adjusting this figure to allow for the overzealous reporting by Housing during the first six months of 2022/23, it is estimated that a more accurate figure would be an increase from 189 to 236. This is likely to be as a result of more rigorous corporate collection of data relating to concerns.
- It is understood that the issue of mis-collection of data in Housing has now been addressed and should not impact on the concerns data reported to this Committee in the future.
- 9.3 The number of complaints has decreased from 54 in 2021/22 to 40 in 2022/23; with the highest number of complaints being in Resources (11) and Housing (10).
- 9.4 No complaints were investigated by the PSOW in 2022/23.
- 9.5 The time for responding to complaints (20 working days) continues to be an issue, with a drop of 5.2% during 2022/23 when compared to 2021/22. This means that only 74.4% of complaints have been answered within the required period. It must be

recognised, though, that the overall number of complaints is low, so the percentages are distorted.

- 9.6 Looking at the detail of the information provided, in relation to both concerns and complaints, there is a clear pattern of “customer care”/“customer service” deficiencies; particularly with regard to ongoing communication over timescales/delays.

## 10 Recommendations

The Committee:

- 10.1 Notes the information in this report in relation to the Council’s complaints process regarding the Welsh Language (under the Concerns & Complaints Policy), complaints in relation to elected Members and the Whistleblowing Policy/Guidance.
- 10.2 Is satisfied that this report provides reasonable assurance that the Council has appropriate processes in place under its Concerns & Complaints Policy and that Council services are largely compliant with the expectations set out in the said policy.
- 10.3 Requests the Council’s Leadership Team to review the Customer Service training provided to public facing staff, especially in those services with the highest number of concerns/complaints/late responses and ensures that any recommendations arising from that review are implemented. This review to take place in the context of the revised Customer Service Charter and the revised Concerns & Complaints Policy.

## Appendix 1

**Table 1 - Summary of Concerns and Complaints by Service for 2022 – 2023**

Service	No. of concerns	No. of complaints	No. upheld	No. partly upheld	No. complaints rejected	No. of late responses (x days late)	Compliments
<b>Council Business</b>							
Council Business							4
<b>Highways, Waste &amp; Property</b>							
Highways & Property	18	2			2		22
Waste	13	4	1		3		10
<b>Housing</b>							
Housing	<b>184</b>	10	3	4	3	1 (2 days)	17
*Housing/ Social Services		1	1			<b>1</b> (9 days)	
<b>Learning</b>							
Learning (excludes schools)	9	2			2		8
<b>Regulation &amp; Economic</b>							
Economic Development	5						22
Leisure	<b>48</b>						67
Maritime							
Planning	6	5			5		99
Public Protection	7	5	1		4	2 (1 x 2 days & <b>1 x 12 days</b> )	21
<b>Resources</b>							
Resources	<b>31</b>	<b>11</b>	4		6	<b>6</b> (1 x 13 days, 1 x 27 days, 1 x 63 days, 1 x 10 days, 1 x 5 days)	38
<b>Transformation</b>							
Cyswllt Môn							11
<b>Totals</b>	<b>321</b>	<b>40</b>	<b>10</b>	<b>4</b>	<b>25</b>	<b>10</b>	<b>319</b>

\* Relates to more than 1 service

Table 2 - Summary of Concerns from 1<sup>st</sup> October 2022 to 31<sup>st</sup> March 2023\*

Service	No. of concerns	No. upheld	No. partly upheld	No. concerns rejected
<b>Highways, Waste &amp; Property</b>				
Highways & Property	6			
Waste	8	6		2
<b>Housing</b>				
Housing	86	24		62
<b>Learning</b>				
Learning (excludes schools)	5			5
<b>Regulation &amp; Economic</b>				
Economic Development	1		1	
Leisure	19	10		9
Maritime				
Planning	3	1		2
Public Protection	6	1		5
<b>Resources</b>				
Resources	11			
<b>Totals</b>	<b>145</b>	<b>42</b>	<b>1</b>	<b>85</b>

- In respect of including the detailed information, it has been collected following the Governance and Audit Committee in September 2022.



## Upheld & Partly Upheld Complaints Reporting Form

## Appendix 2

The Concerns and Complaints Policy places emphasis on learning from mistakes and putting measures in place so that the same mistakes are not repeated. An Annual Complaints Report is provided to the Council's Audit & Governance Committee in September each year. The lessons learned from upheld or partly upheld complaints are reported in a table as an attachment to that report. The table states the name of the service, the error identified and any remedial steps taken.

It is therefore essential that the information you provide at the end of each complaints investigation process clearly notes your findings and what action you have taken / intend to take, and by when, to ensure that there is no repetition of the identified error. The Committee has indicated that it may call Heads of Service to confirm that remedial actions have been taken within identified timescales.

In order to facilitate the writing of future reports you will be sent this form for completion every time you uphold or partly uphold a complaint. The information you provide will be shared with the Committee, in a public meeting.

<b>Guidance for Services on how to complete the form</b>		
<b>Category description</b>	<b>Details / examples</b>	<b>Examples of action taken</b>
Simple Error / no further action required	Genuine oversight / one off error that's been rectified/ issues experienced whilst a new system is embedded / times of high demand	Staff member spoken to and reminded of need to take care / data kept of times when demand is high
Customer Care Issue	Lack of response to correspondence / not phoning people back as promised	Clear instructions provided / customer care issues discussed at every Team meeting (minutes taken) / Services introduce and monitor some key performance indicators
Training or Supervision required	Behaviour issues or errors in interpreting instructions	Member of staff sent on training course/ supervision by more experienced member of staff
Change in policy or process	Errors in process / policy found as a result of a complaint investigation leading to changes being introduced	New forms introduced / different evidence required/ changes to routes (i.e. bin collections)

## Upheld & Partly Upheld Complaints Reporting Form

## Appendix 2

Summary of Lessons Learnt 2022/2023					
No	Complaint Reference	Service	Error(s) identified	Remedial Action – please note category of fault (see above) and specify the action taken or intended to be taken and by when	Action completed
<b>Across Service</b>					
1	F25	Housing & Social Services	Long timescale in receiving Occupational Therapist Assessment and following this long lead in time for works to be completed by Housing.	<p>SS - Customer Care Issue – Apology was given to the Complainant for the delay in OT Assessment. Lack of OT in the local area was responsible for this. Additional OT's have been appointed to that specific area of the Island.</p> <p>Housing – Customer Care Issue – Noted that Technical Inspector did not refer his concerns within OT Assessment with Social Services, which created an additional delay. Staff member has been reminded to consult with all parties when working on resolutions to OT Assessments</p>	<p>Yes</p> <p>Yes</p>
<b>Regulation &amp; Economic</b>					
2	F23	Public Protection	Advice given to member of public in relation to transfer of license not to the standard expected, all information was not presented to the complainant	Simple Error - Staff member spoken to, reminded if unsure to seek further advice.	Yes
<b>Highways, Waste &amp; Property</b>					
3	F27	Waste Management	Member of staff parked in front of drive	<p>Simple error / no further action required -</p> <p>Management has spoken to staff member regarding where they park/stop the vehicle before they service properties.</p>	Yes

## Upheld & Partly Upheld Complaints Reporting Form

## Appendix 2

Housing					
4	F24 (Partly Upheld)	Housing Maintenance	Lack of Repairs & Maintenance in Property	Change in policy or process – Shortcomings were identified in the process of working with external contractors to complete follow on works, details on follow on works required now e-mailed to external contractor and Staff reminded to undertake this element.	Yes
5	F26	Housing Maintenance	Concerns raised about fireplace, work arranged and cancelled numerous occasions. No new appointment was given on the final cancellation.	Customer Care Issues – No clear reasons were given to the tenant as to why the appointments were being cancelled. Explained that Housing Services faced challenges in securing qualified plasterers to carry out work which would routinely have been completed within our agreed timescales.  Staff reminded of importance of communicating any changes with tenants and state the reasons for changes.	Yes
6	F28 (Partly Upheld)	Housing Maintenance	Duration taken to complete inspection and following repairs in regards to mould and dampness in property	Over the period repairs had been undertaken at the property, but on some occasions there was no response in the property when appointment had been arranged, meaning works were being missed. Staff reminded to re-arrange void calls and re-affirm new date with tenants	Yes
7	F30	Housing Maintenance	Delay in completing adaptations work following Occupational Therapist Report and lack of clarity for delay reasons	Customer Care Issues – staff members involved with adaptations work have been reminded that communication with Tenants is of vital importance if delays are seen with the work to be undertaken.	Yes

## Upheld & Partly Upheld Complaints Reporting Form

## Appendix 2

8	F31 (Partly Upheld)	Housing Maintenance	No heating following fireplace being deemed not fit for use after Heating Engineer Inspection.	Customer Care Issues – Delay in the works were due to the nature of the work and the difficulty in sourcing the correct parts. The Complainant should have been made aware of the delays. Staff reminded of the importance of good communication with tenants	Yes
9	F32 (Partly Upheld)	Housing Maintenance	State of the damp in the house, have been trying to sort the issue out with Housing Repairs since February 2021.	Works undertaken over the period noted did not rectify the issue. Housing Services conducted external survey and remedial works undertaken following receiving report	Yes
10	F34	Housing Maintenance	Delays in repairing boiler where tenants had no hot water or heating.	Customer Care Issues – Clear instructions have been re-issued to staff regarding good communication with tenants.	Yes
<b>Resources</b>					
11	F1	Benefits	Change of address form sent out in error	Simple error- no further action required. Information received from DWP and Officer acted upon such information.	Yes
12	F5	Benefits	Customer care issue due to length of time taken to respond to customer	Customers Care Issues - Customer care issues discussed at meetings.	Yes
13	F35	Revenue	Customer care issue due to length of time taken to respond to customer	Customers Care Issues - Customer care issues discussed at meetings. Refund also processed to the Complainant	Yes
14	F36	Revenue	Payments for incorrect Council tax account taken out of wages	Change in policy or process Full investigation in to the issue.  Change in process. Full investigation of how the error happened to include payroll. Forms to be completed by staff with customer signature on all deductions from wages	Yes

## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

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## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

<b>Summary of Lessons Learnt for Concerns 2022/2023</b>				
No	Service	Error(s) identified	Remedial Action – please note category of fault (see above) and specify the action taken or intended to be taken and by when	Action completed
<b>Regulation &amp; Economic</b>				
1	Leisure	Concern about the level of customer care service being offered at Holyhead Leisure Centre, particularly by one member of staff	Customer Care Issue - Spoke to customer over the phone and replied again with email. Apologised to the customer about the situation and explained that we would speak to staff at the centre to ensure that customer service levels improved.	Yes
2	Leisure	Number of concerns raised including school children not wiping the gym machines after use.	Customer Care Issue - Customer Care Focus group meetings arranged to discuss customer concerns. Discussion held with customer to ensure that necessary steps were taken to improve on the issues that were highlighted.	Yes
3	Leisure	Concern from customer about the level of Welsh used by staff while teaching classes especially in Amlwch Leisure Centre	Training or Supervision Required - Discussed possibilities with Bangor University in order to offer courses. A 6 session course organized for the Center's staff in order to promote the use of the Welsh language especially during classes at the centre.	Yes
4	Leisure	Frustrated with Plas Arthur Leisure Center phone system	Customer Care Issue - Telephone system has been looked at by IT Ticket logged since January 2023	Yes
5	Leisure	Concerned that over 30 children and adults were asked to have the party food at David Hughes leisure centre in the class room.	Customer Care Issue - Customers concern was upheld from the point of view children's work was left on the desks. Staff should have completed checks before party arrived.	Yes

## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

			Staff reminded to make sure that rooms are checked before public arrive for meetings/parties	
6	Leisure	Received a concern regarding the quality of a swimming lesson at Plas Arthur Leisure Centre from Ysgol Llanbedrgoch	Customer Care Issue - Concerns discussed with the swimming teacher, and Manager explained how to communicate with children.	Yes
7	Leisure	Described the wet changing rooms at Holyhead Leisure Centre as being 'filthy'. Also mentioned that she would like lanes to be put out during the public swim sessions as she thought too many were attending.	Customer Care Issues - Facilities Manager spoke to the Duty Manager regarding the changing rooms to ensure that the high level of cleanliness is adhered to.	Yes
8	Leisure	Concerned about the swimming lessons that her daughter received at Plas Arthur and therefore wanted to cancel the membership.	Customer Care Issues - Facilities Manager spoke with the family and apologised about the standard of lessons. Family did not cancel and continued to attend lessons.	Yes
9	Leisure	Complimented the classes that we offer however was concerned about the space used within the centre to carry out the class. Suggested that the space used was not adequate.	Customer Care Issues - Space was looked at and Spinning Bikes were moved to another larger area of the centre.	Yes
10	Leisure	Concerned about how dirty the floor of the new squash court at Plas Arthur is and that clothes are dirty after attending a yoga session.	Customer Care Issue - Facilities Manager spoke to the Duty Manager regarding cleanliness of the squash court. Cleanliness standard was not acceptable and staff were informed.	Yes

## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

11	Countryside and AONB	During a drystone walling event, complainant felt that the landowner was benefiting more than the volunteers.	Customer Care Issue - Some grounds for complaint, re. Quality of experience.  In future it will be made clear to landowners/ providers the importance of skill development for volunteers.	Yes
12	Planning	Questioning why building control application was determined following verbal request not to deal with due to period of time taken from submission to checking plans and reimbursement of fee.	Change in policy or process - Resolved following discussion with Chief Planning Officer that fee would be transferred to new application.  In future such conversations as held with complainant to be documented for audit purposes and in order to alleviate possibility of repeat.	Yes
13	Public Protection	Concern about lack of information in relation to action being taken	Customer Care Issue – Staff have been reminded of the importance of updating members of public when working on cases	Yes
<b>Highways, Waste &amp; Property</b>				
14	Waste	Second home owner of property not always home to retrieve black bin and reporting numerous incidents where it has blown onto the highway. Requesting contractor to secure bin immediately and arrange future replacement of bin prior to future collections.	Customer Care Issue – Instructions have been sent to relevant staff with external contractors to prevent future issues.	Yes
15	Waste	Repeated missed collections of waste receptacles. Instructed the contractor to return to empty and instructed highway contractors to keep area clear	Customer Care Issue - Instructions have been sent to relevant staff with external contractors to prevent future issues.	Yes



## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

		for access to service receptacles.		
16	Waste	Road sweeping vehicle in area approx. 5:10am, waking the resident up	Customer Care Issue - In future road sweeper drivers to inform manager of intention to sweep before 7am in residential areas so that notice can be given to residents.	Yes
17	Waste	Member of contractor staff caught urinating against wall by parent and child passing on the way to school.	Customer Care Issues – Service confirmed disciplinary action has been taken against responsible staff member by the contractor	Yes
18	Waste	Recycling crew leaving sides of recycling vehicle open, spilling material on the road	Customer Care Issues - No Clear CCTV images could be obtained of the incident, Contractor staff spoken to and instructed to close compartments when turning sharply. Contractor Operations Manager contacted customer to discuss.	Yes
19	Waste	Green bin not returned to place of origin following collection.	Customer Care Issue - Contractor staff instructed to take bin back to entrance of house following collection	Yes
<b>Housing</b>				
20		Tenants daughter called into customer services to report that her father has been awaiting a new rotary line since July, she explained she did call in 3 weeks ago for this to be chased up but not heard anything since.	Customer Care Issues - Job was completed by mistake by the operative on tablet and was not picked up by scheduler.  Operatives reminded to double check which jobs they are closing on their tablet.	Yes
21		Plumber attended 29/9 due to radiators not heating up, he couldn't complete the job or	Customer Care Issues - Delay with receiving the required part for the boiler. This not relayed to the tenant.	Yes

## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

		carry out the repair as a part was required for the boiler, tenant has had no contact from anyone since and is still without heating.	Staff reminded of the importance of communicating any changes or delays with tenants.	
22		Uncompleted work in the Tenant's Garden	Customer Care Issues - External Contractor was waiting on a part for machinery. Apologised for not contacting tenant.  Contractor reminded the need to communicate any changes with the tenant.	Yes
23		Tenant has called that he still has no heating or hot water for 7 days, and that he's had no contact from anyone. Call out carried out, was told that boiler needed a part and that it would be installed the early the following week	Customer Care Issues - Delay with receiving the required part for the boiler. This not relayed to the tenant.  Staff reminded of the importance of communicating any changes or delays with tenants.	Yes
24		Dissatisfaction raised due to repair delays and lack of communication	Customer Care issues - Lack of communication between the Customer Service Team and the Schedulers.  Both teams have been reminded to communicate efficiently and within the guidelines of the Housing Repair Policy.	Yes
25		Dissatisfaction raised due to repair delays and lack of communication	Customer Care issues - Lack of communication between the Customer Service Team and the Schedulers.  Both teams have been reminded to communicate efficiently and within the guidelines of the Housing Repair Policy.	Yes

## Upheld & Partly Upheld Concerns Reporting Form

## Appendix 3

26		Dissatisfaction raised due to repair delays and lack of communication - Tenant told that work would be completed by member of Customer Services Team, but job was not allocated by Schedulers	<p>Customer Care issues - Lack of communication between the Customer Service Team and the Schedulers.</p> <p>Both teams have been reminded to communicate efficiently and within the guidelines of the Housing Repair Policy.</p>	Yes
27		Father of tenant phoned in to complain that he had stayed in for 7 hours waiting for the gas servicing engineer to attend as arranged	<p>Customer Care Issues - first appointment was a void call visit. Second appointment was made, however the engineer had several problems that day and was running late, by the time he got to the property it was later on that day.</p> <p>Missed appointment - Engineer reminded of requirement to inform tenant or Gas Servicing Team if delays are to be expected.</p>	Yes
28		Tenant called into customer services this afternoon regarding outstanding jobs such as flooring, shower rail, fence and windows. Inspector attended noted follow on jobs these are now past target date and are unallocated	Customer Care Issues - Schedulers have been reminded to adhere to the guidelines within the Housing Repairs Policy in relation to timescales and making sure work is completed within timescale	Yes
29		Tenant waited all morning for electrician to arrive to install new E7 heater, nobody has turned up.	<p>Customer Care Issues - Customer Services Team had given the wrong appointment details to tenant.</p> <p>Team has been reminded to make sure that details given to tenants are correct to avoid future repeats</p>	Yes

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30		e-mail sent in regards to a repair on the log burner that was scheduled for this Monday 5/12/22 . called the office as no one had been to carry out the repair .	<p>Customer Care Issues - No parts available in stores, job moved to external contractor to source.</p> <p>Staff reminded of the importance of communicating any changes or delays with tenants.</p>	Yes
31		Damage caused by operative when completing work. Also tenant noted that the operatives did not clean up after themselves.	<p>Customer Care issues - Operatives have been reminded to their duty of care when repairing properties, with the need to avoid creating damage and securing that the property is clean and tidy around relevant work area before leaving.</p>	Yes
32		Lack of Communication with completing repair	<p>Customer Care Issues - relevant operative had been off work and no other capacity available to complete works. Job externally sourced to be completed.</p> <p>Staff reminded of the importance of communicating any changes or delays with tenants.</p>	Yes
33		Callout engineer didn't attend as requested and approved by Galw Gofal. Phoned again later the same evening and it was confirmed matter was passed to contractor. Tenant was awake until 11pm but nobody turned up.	<p>Customer Care Issues - following discussion with scheduler and administrator of contractor, it appears that engineer attended the wrong property and gained access too. (different address).</p> <p>Apology given to tenant and raised another job for attendance by contractor.</p> <p>Both External Contractor and Scheduling Teams requested to make sure that details</p>	Yes

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			of repair location is correct when raising work.	
34		Dissatisfaction raised due to no one attended property to undertake repair work even though letter had been received with relevant date.	Customer Care Issue - Wrong date written on letter. Apology given to tenant.  Relevant teams who raise appointments reminded to make sure that information sent out to tenants is accurate.	Yes
35		Dissatisfaction raised due to on-going issue with oil boiler	Customer Care Issue - ongoing issues with the failure to complete works to a level where there would be no further issues. Apology issued to the Tenant.	Yes
36		Dissatisfaction raised due to on-going issue with immersion heating	Customer Care Issue - ongoing issues with the failure to complete works to a level where there would be no further issues. Apology issued to the Tenant.	Yes
37		Lack of communication in regards to works required to be completed following joint inspection by Inspector and Housing Management Officer	Customer Care Issues - Lack of communication with tenant following inspection to complete works.  Staff reminded of the importance of communicating any changes or delays with tenants.	Yes
38		Tenant called extremely unhappy that the electrician did not turn up to undertake repair	Customer Care Issue - Operative should have contacted tenant or scheduler if they were unable to attend on day of appointment.  Operatives have been reminded to contact tenant or Scheduler if they will not be able to attend an appointment, so the tenant is aware and new arrangements can be made	Yes

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39		Gas Service Engineer arrived at property two days earlier than expected without notification to tenant.	<p>Simple Error / no further action required - Staff member within Gas Servicing Team had not taken the property off the Servicing List for External Contractor, which meant contractor went to property earlier than expected.</p> <p>Staff member reminded of the need to be accurate with property lists that are shared with external contractor to avoid a repeat situation.</p>	Yes
40		Gas service booked for 14.3.23 PM but no one turned up and tenant been at the property since 10AM waiting for them.	<p>Simple Error / no further action required - Unfortunately scheduler had not assigned the job to the engineer, so he was unaware of the appointment. Scheduler called the tenant to apologise.</p> <p>Staff member reminded of requirement of being accurate and making sure that works are moved to Engineers Tablets as required</p>	Yes
41		Unhappy with quality of Repair with new boiler and moving of Oil Tank	<p>Customer Care Issues - External Contractor who undertook work did not inform the Tenant or the Service that the works could not be completed.</p> <p>Works were agreed to be completed between tenant and external contractor. Tenant happy with final completed works.</p> <p>External Contractor has been reminded of the requirement to discuss any delay or failure to complete works with the Service in the first instance.</p>	Yes

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42		Gas Servicing Engineer did not turn up for appointment following receiving a letter.	<p>Simple Error / no further action required - Staff member within Gas Servicing Team had marked the property as a void, therefore would not be on the list for External Contractor, which meant contractor did not go to property.</p> <p>Staff member reminded of the need to be accurate with property lists that are share with external contractor to avoid a repeat situation.</p>	Yes
43		Tenant received void call slip through letterbox, but was not aware that the Service was due to attend that day.	<p>Customer Care issues - No confirmation of appointment was sent to tenants.</p> <p>Teams who raise appointments have been reminded of the requirement to make tenants aware of future appointments.</p>	Yes