

Appendix B

2023/24 COMPLAINTS	Q1 Total Complaints	Number upheld/part upheld	Q2 Total Complaints	Number upheld/part upheld	Q3 Total Complaints	Number upheld/part upheld	Q4 Total Complaints	Number upheld/part upheld
Benefits	1	1	2	1	1	1	2	1
Corporate Services								
Council Tax & Recovery	8	3	6	2	45	40	23	2
Electoral Services								
Environmental Health	5	3	5	1	5	4	1	1
Housing	6		3		1		5	
Legal					1			
Planning	14	4	16	3	11	6	10	4
Environmental Services	2		4		1		145	
	36	11	36	7	65	51	186	8

Summary of upheld/part upheld complaints

Q1

1 x Benefits - human error typo

1 x Council Tax - resource issues left accounts in arrears

1 x Council Tax - instalments not recalculated after lump sum payment

1 x Council Tax - system error on discount entitlement

1 x Env Health - discrimination as asked legal status to work in UK

1 x Env Health - noise recording equipment given was faulty

1 x Env Health - could have been clearer with directions when dealing with a non-career, single property landlord

1 x Planning - delay in inviting a planning app following the second site visit

1 x Planning - length of time to determine an application

2 x Planning - enforcement investigation had been protracted/lack of timely responses

Q2

1 x Benefits - time taken to respond to correspondence

1 x Council Tax - software problems and human error resulted in a summons notice

1 x Council Tax - direct Debit being called a day early

1 x Env Health - statement of Licensing Policy had lapsed

1 x Planning - reference to inaccurate plans was unnecessary and defamatory

- 1 x Planning - poorly defended the decision to refuse the application
- 1 x Planning - inaccurate information provided to MP and could have been dealt with quicker

Q3

- 1 x Benefits - change of circumstance not processed due to staff sickness

- 40 x Council Tax - DD error - taking payments early

- 1 x Env Health - noise recording equipment failed
- 1 x Env Health - level of interaction and length of time taken to assess the nuisance
- 1 x Env Health - delay in closing the noise nuisance
- 1 x Env Health - delay in in vehicle retrieval due to officer not providing adequate contact details

- 1 x Housing - refusal of succession

- 1 x Planning - delays in council actions provided uncertainty
- 2 x Planning - delay/length of time to determine applications
- 2 x Planning - delay in responding and intervention by enforcement
- 1 x Planning - pre application fees and lack of clarity with them

Q4

- 1 x Benefits - summons incorrectly issued

- 1 x Council Tax - incorrectly advised to make a DD payment
- 1 x Council Tax - summons notice mistakenly issued
- 14 x Council Tax - residents writing directly to Council Tax to request a refund for the lack of waste collection service

- 1 x Planning - unprofessional behaviour and procedure in determining application
- 1 x Planning - handling of application not smooth
- 1 x Planning - unacceptable errors in Officers Report
- 1 x Planning - officer renegaded on previous advice
- * 1 x Planning - neighbour felt denied opportunity to comment on next door flue installation (previously counted as not

- 145 x Environmental Services - complaints regarding no collection due to the loss of the Operator Licence

2023/24 COMPLIMENTS	Q1	Q2	Q3	Q4
Council Tax				
CSC		1		
Economic Development		1		
Electoral Services			1	1
Environmental Health				
Environmental Services		1	1	
Housing	3			
Planning				
Uttlesford Norse				
	3	3	2	1