

Appendix B

2024/25 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	7	3	1		1		4	1
Corporate Services								
Council Tax & Recovery	21	1	10	4	10	5	15	4
Electoral Services								
Environmental Health	2	1	1		3	2	1	1
Housing	5	4	10	8	13	5	10	5
Legal								
Planning	4	1	11	3	7	3	9	3
Environmental Services							1	
	39	10	33	15	34	15	40	14

Summary of upheld/part upheld complaints

Q1

- 2 x Benefits - time taken to process Benefit claim
- 1 x Benefits - time taken to respond to a reconsideration request
- 1 x Council Tax - penalty wrongly applied to council tax account

- 1 x Env Health - failure to record complaint

- 1 x Housing - letter issued with errors
- 1 x Housing - lack of response from housing officer
- 1 x Housing - handling an ASB complaint, transfer and repairs
- 1 x Housing - ongoing neighbour issue

- 1 x Planning - incorrect placing of a traffic condition

Q2

- 1 x Council Tax - disregard awarded in error
- 1 x Council Tax - incorrect issue of a refund
- 1 x Council Tax - recovery action incorrectly taken
- 1 x Council Tax - error in allocating payment to an old account

- 1 x Housing - slow processing of application
- 2 x Housing - handling of ASB Complaint
- 1 x Housing - overgrown neighbours garden handling of ASB complaint
- 1 x Housing - how complaint handled and investigated

- 1 x Housing - refusal of mutual exchange
- 1 x Housing - poor condition of flat encouraged vermin
- 1 x Housing - potential removal from housing register lack of support

- 1 x Planning - application refused after positive pre app advice
- 1 x Planning - legal delays due to lack of staff
- 1 x Planning - maladministration of an enforcement notice

Q3

- 1 x Council Tax - human error - training given on processes
- 1 x Council Tax - incorrect address used for correspondence
- 1 x Council Tax - incorrect level of discount applied
- 1 x Council Tax - account closed on information from an energy company
- 1 x Council Tax - bill and letter issued to deceased resident

- 1 x Env Health - inaction from investigating officer
- 1 x Env Health - officer failed to investigate and acted with discrimination and bias

- 1 x Housing - ongoing neighbour issues and lack of response from housing
- 1 x Housing - length of time to process transfer application
- 1 x Housing - slow response to complaint
- 1 x Housing - poor management of communal areas
- 1 x Housing - Harrasment from Neighbour

- 1 x Planning - decision month overdue and no communication
- 1 x Planning - application refused after positive pre app advice
- 1 x Planning - not advised application was contrary to Design Code

Q4

- 1 x Benefits - assessment of LCTS

- 1 x Council Tax - incorrect address on correspondence
- 1 x Council Tax - late cancellation of discount
- 1 x Council Tax - joint and several liability cancelled and billed in sole name
- 1 x Council Tax - inconvenienced by use of notifications from Energy Company

- 1 x Env Health - incorrect notice given and removal of business from inspection programme

- 1 x Housing - ongoing parking issue

1 x Housing - process of housing application
 1 x Housing - poor response from Carecall - smoke alarm
 1 x Housing - Trees blocking light and rats burrowing into garden
 1 x Housing - length of time to process transfer application and poor communication

1 x Planning - handling of applications and refusal
 1 x Planning - inconsistencies in decisions re nail bar hours and ventilation controls
 1 x Planning - handling of planning application and subsequent appeal

2024/25 COMPLIMENTS	Q1	Q2	Q3	Q4
Revenues & Benefits			3	
CSC		1		
Economic Development		1		
Electoral Services	1	1		
Environmental Services	1			
Housing	6	7	6	6
Planning	1	1		
	9	11	15	6