

Appendix 4

Customer Feedback Learning from Complaints

Quarter 2 – 1 July 2021 to 30 September 2021

Action Plans/Learning from complaints - When a complaint is upheld (Council at fault) and the findings of a subsequent investigation is for a change to policy or service delivery, the Customer Feedback Team produce an action plan report and follow up with the service any learning/action that needs to be carried out. Recommendations within these reports are agreed with appropriate Heads of Service and shared with the relevant Director. Please see below a few examples of stage 1 complaint learning

Children's and Education Services – Stage one complaint learning

- *Complaint in relation to the placement of a young person in the neighbouring flat causing disruption and anti-social behaviour. **Learning** – The service agreed to move the young person within 6 weeks. No further recommendations were made as this was a unique case.*
- *Complaint in relation to the process to obtain assistance for an extension on a property causing delays with an application for guardianship. **Learning** – The agreement was finalised and issued and as a gesture of good will the council offered to fund one hour of independent legal advice*

Adult Services – Stage one complaint learning

- *Complaint in relation to current care provider - **Learning**- In conclusion, it is accepted that the care provider failed in it's duty of care to the service user and despite there being mitigating circumstances of lack of human resources, the best course of action was not taken to address the issues.*

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Corporate Complaints – Stage one complaint learning

- *Complaint in relation to Housing Benefits deduction. **Learning** – Apology issued to the customer and the member of staff reminded that notification letters must be issued where a recovery of overpaid housing benefit is sought from a landlord*
- *Complaint in relation to failure to provide 'assisted bin collection' service. **Learning** – Officers have been alerted to the complaint and procedures recorded. Refuse collections for assisted collections to be monitored by operational team*
- *Complaint in relation to missed trade waste collection. **Learning**- Complainant was contacted and advised it was the council's fault; officer discussed what had happened in relation to the complaint and established the fault with the customer. Officer apologised to the customer and arranged for the account to be credited*