

Lessons Learned from Corporate Complaints

Stage 2 outcomes

- Reductions in payback, “good will” gestures or “compensation” should require written confirmation of acceptance within a grace period to be determined – relevant to each case.
- Not to respond to one e mail address for two customers (Data Protection)
- To make customers aware that any anonymous tips that suggest potential benefit fraud are investigated, as a matter of course
- Be fully aware of the complications and timescales of complaints related to benefits
- To increase communication channels with external service providers
- For the service to look at the bigger picture when a customer is displaying behaviours indicative of confusion or stress and alert other services to any potential need
- To review street parking across the authority and line markings in line with the proximity of parking bays, street furniture, trees and crossovers
- Alert service to potential problems with lanterns and checking lights for intermittent faults
- Liaison between Economic Regeneration and Streetcare needs to improve at an operational level to ensure all Public Realm physical improvements are addressed as one-council.
- When major schemes are planned, notification needs to be provided to other service areas that may be impacted and the receiving service act on the notification for individuals
- To promote, where possible, the on-line form for complaints
- Check the space for essential standard kitchen equipment (600m) prior to tenancy offered for PSL tenants
- Liberty Housing to keep logs of telephone calls and maintain annual inspection checklists for viewing
- Photographs to be taken prior to tenancy being taken up and viewed if customer claims property not clean

Stage 3 outcomes

- Tighten up paperwork in Housing
- Inclusion of a waiver in tenancy agreement for contents insurance (if legally permissible)
- Photographs provided to Members to be labelled to show who took them, when and what they purport to show
- Surveyor should check issues like robustness of walls when this has been called into question by a complainant, and the complainant notified of the outcome
- Sub-contractors to provide clear information about work undertaken and materials used to rectify problems and jobs signed off, authorised by a qualified engineer/building specialist
- Liaise with sub-contractors to ensure they improve record keeping
- Acknowledgements letters to be revised to take account of post time “ under the complaints procedure we have fifteen days to respond to you”
- Issues of procedure for corporate complaints and Data Protection to be available to Members of MRP at the first part of the MRP meeting

Ombudsman outcomes

- When a customer complains but it is not about a service failure, it be made clear that this is outside the Corporate Complaints procedure although the CE will respond.