

**Appendix 1 CUSTOMER RELATIONS**  
**Complaints/ Concerns – Corporate Services - Benefits**  
**1<sup>st</sup> Apr – 30th Sept 2011**

<b>Case No.</b>	<b>Date Received</b>	<b>Date reply sent</b>	<b>Summary of Complaint</b>	<b>Section</b>
694869	18/04/11	20/04/11	Complaint regarding letter received for overpayment of benefit	Benefits
<b>Total for April</b>				<b>1</b>
710845	06/06/11	08/06/11	Regarding benefits discussing applicants case with landlord	Benefits
<b>Total for June</b>				<b>1</b>
723748	08/07/11	08/07/11	Intranet Form	Benefits
727138	19/07/11	19/07/11	Not happy about receiving letters stating in severe debt when DWP have resolved problem.	Benefits
<b>Total for July</b>				<b>2</b>
734715	08/08/11	08/08/11	Complaint regarding Clothing Grant process	Benefits
734172	05/08/11	05/08/11	Complaint regarding Clothing Grant Process	Benefits
735742	10/08/11	10/08/11	Complaint regarding Clothing Grant Process	Benefits
737996	16/08/11	16/08/11	Complaint regarding Clothing Grant process	Benefits
738064	16/08/11	29/08/11	Complaint regarding Private Benefit Application	Benefits
738157	17/08/11	17/08/11	Complaint regarding Clothing Grant process	Benefits
738153	17/08/11	24/08/11	Complaint regarding Clothing Grant process	Benefits
<b>Total for August</b>				<b>7</b>
746880	08/09/11	08/09/11	Complaint regarding length of time to get through to Benefits	Benefits
744626	02/09/11	02/09/11	Relevant documents were handed in 8 weeks ago and when calling to find out how claim was getting on was told documents were never received.	Benefits
749785	19/09/11	19/09/11	Complaint regarding overpayment credited to another account for Factoring Services	Benefits
<b>Total for September</b>				<b>3</b>
<b>Total No. of Complaints from 1<sup>st</sup> Apr – 30th Sept 2011</b>				<b>14</b>

## CUSTOMER RELATIONS

### Complaints/ Concerns – Corporate Services – Council Tax

1<sup>st</sup> Apr – 30th Sept 2011

698511	03/05/11	23/06/11	Complaint regarding not receiving Council Tax notification for 2011/2012 there for unaware of what payment should be.	Council Tax
699227	04/05/11	18/05/11	Two Council Tax payments taken in February and March	Council Tax
<b>Total for May</b>				<b>2</b>
711353	07/06/11	07/06/11	Complaint regarding letter received stating owed council tax from previous years.	Council tax
711989	08/06/11	09/06/11	Complaint regarding council tax summary warrant	Council tax
713739	13/06/11	24/06/11	Incorrect billing	Council Tax
715985	20/06/11	23/06/11	Complaint regarding who is being held liable for council tax arrears	Council Tax
715993	20/06/11	24/06/11	Complaint regarding still receiving letters for previous tenant who left the property approximately 15 years ago	Council Tax
716104	20/06/11	23/06/11	Complaint regarding how long it has taken to resolve council tax enquiry and as a result her monthly instalments have ended up very high	Council Tax
716432	21/06/11	24/06/11	Received final notice due to missing payments for council tax – delay was due to internet banking.	Council Tax
<b>Total for June</b>				<b>7</b>
721384	04/07/11	08/07/11	Complaint regarding comment made by council tax member of staff	Council Tax
724378	11/07/11	27/07/11	No payment notification issued	Council Tax
727141	19/07/11	28/07/11	Complaint regarding 10% charge	Council Tax
727331	20/07/11	07/10/11	Complaint regarding incorrect information given regarding council tax account.	Council Tax
<b>Total for July</b>				<b>4</b>
735664	10/08/11	24/08/11	Complaint regarding request for CT reference number	Council Tax
<b>Total for August</b>				<b>1</b>
<b>Total No. of Complaints from 1<sup>st</sup> Apr – 30th Sept 2011</b>				<b>14</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services – Finance****1<sup>st</sup> Apr – 30th Sept 2011**

722157	05/07/11	05/08/11	Complaint regarding council publicising that automated payment line number is charged at the local rate	Finance
727156	19/07/11	20/07/11	Complaint regarding info being given out at counter	Finance
<b>Total for July</b>				<b>2</b>
733994	05/08/11	05/08/11	Complaint regarding Home Care Reminders/ DD process	Finance
<b>Total for August</b>				<b>1</b>
<b>Total No. of Complaints from 1<sup>st</sup> Apr – 30th Sept 2011</b>				<b>3</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services – Contact Centre****1<sup>st</sup> Apr – 30th Sept 2011**

713705	13/06/11	13/06/11	Complaint regarding length of time it takes to get through to the Contact Centre during lunch hours	Contact Centre
<b>Total for June</b>				<b>1</b>
739070	19/08/11	24/08/11	Complaint regarding not being able to get through to Contact Centre	Contact Centre
<b>Total for August</b>				<b>1</b>
<b>Total No. of Complaints from 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>				<b>2</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services – Human Resources****1<sup>st</sup> Apr – 30<sup>th</sup> Sept 2011**

714059	14/06/11	23/06/11	Complaint regarding gaining access to Personal records in Human resources, documents missing	Human Resources
<b>Total for June</b>				<b>1</b>
735584	10/08/11	10/08/11	Complaint regarding Human Resources staff – very abrupt and did not call back.	Human Resources
<b>Total for August</b>				<b>1</b>
<b>Total No. of Complaints from 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>				<b>2</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services – Debt Recovery****1<sup>st</sup> Apr – 30<sup>th</sup> Sept 2011**

741436	24/08/11	08/09/11	Complaint regarding information given by Alexandria Rent Office. Not happy to be told account was clear then received a letter advising owed debt from 16 years ago for Poll Tax.	Debt Recovery
742396	26/08/11	06/09/11	Complaint regarding letter received stating that Poll Tax is owed for Period 1990-1992	Debt Recovery
742360	26/08/11	22/09/11	Not happy at receiving threatening letters regarding alleged Council Tax arrears	Debt Recovery
<b>Total for August</b>				<b>3</b>
<b>Total No. of Complaints from 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>				<b>3</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services – Income Management**1<sup>st</sup> Apr – 30<sup>th</sup> Sept 2011

748101	13/09/11	<b>OPEN</b>	Complaint regarding arranging standing order for building insurance	Income Mgt
<b>Total for September</b>				<b>1</b>
<b>Total No. of Complaints from for 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>				<b>1</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services – ICT**1<sup>st</sup> Apr – 30<sup>th</sup> Sept 2011

702828	16/05/11	16/05/11	Communications – WDC entry in Glasgow North phone book 2011	Corporate Services
<b>Total for May</b>				<b>1</b>
<b>Total No. of Complaints from 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>				<b>1</b>

**CUSTOMER RELATIONS****Complaints/ Concerns – Corporate Services - LARS**1<sup>st</sup> Apr – 30<sup>th</sup> Sept 2011

Case No.	Date Received	Date reply sent	Summary of Complaint	Section
696078	21/04/11	21/04/11	Pest Control	LARS
<b>Total for April</b>				<b>1</b>
718719	27/06/11	20/07/11	Anon complaint stating that there are too many people living in property	LARS
712185	08/06/11	09/06/11	Complaint regarding poor service from pest control officer	LARS
713719	13/06/11	28/06/11	Complaint regarding ice cream van coming round at inappropriate times and parking outside house	LARS
<b>Total for June</b>				<b>3</b>
724739	12/07/11	13/07/11	Complaint regarding licensing	LARS
727415	20/07/11	<b>OPEN</b>	Regarding enquiry from Commissioner's office	LARS
<b>Total for July</b>				<b>2</b>

<b>Total No. of Complaints from 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>	<b>6</b>
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## CUSTOMER RELATIONS

### Commendations – Corporate Services

1<sup>st</sup> Apr – 30<sup>th</sup> Sept 2011

Case No.	Date Received	Date reply sent	Summary of Commendations	Section
n/a	14/05/11		Civil Marriage Ceremony in Ross Priory - Wonderful	Registration
703210	17/05/11	17/05/11	Angela Dunn	Contact Centre
<b>Total for May</b>				<b>2</b>
725357	14/07/11	14/07/11	Commendation to council tax for their help and professionalism	Council tax
<b>Total for July</b>				<b>1</b>
n/a	11/08/11		Civil Marriage Ceremony in Beardmore Hotel – Personal and Special.	Registration
n/a	12/08/11		Civil Marriage Ceremony Ross Priory – Commendation for going out of way to help with the certificate.	Registration
n/a	17/08/11		Civil Marriage Ceremony in Cameron House - Wonderful	Registration
738154	17/08/11	17/08/11	Commendation for new process for Elderly Grant	Finance
<b>Total for August</b>				<b>4</b>
744097	01/09/11	01/09/11	Commendation for council tax for assistance with swipe card	Council Tax
n/a	02/09/11		Civil Marriage Ceremony in Council Chambers, Municipal Buildings, Dumbarton – Made day extra special.	Registration
<b>Total for September</b>				<b>2</b>
<b>Total No. of Commendations from 1<sup>st</sup> April – 30<sup>th</sup> Sept 2011</b>				

## Israel Boycott Enquiries

23<sup>rd</sup> May – 30<sup>th</sup> September 2011

**Total No. enquiries received for that period = 196**