

**Audit & Performance Review Committee June 2006**  
**Monitoring Public Complaints – 1<sup>st</sup> October 2005 to 31<sup>st</sup> March 2006**  
**Nature of Complaints and Outcomes**

	<b>Service Area</b>	<b>Nature of Complaint</b>	<b>Outcome</b>
1	Finance	Received follow up for outstanding Community charge	<b>Unjustified</b> Letter of explanation issued
2	Finance	Payment desk too low and lack of privacy at new cash collection office	<b>Unjustified</b> Letter of explanation issued
3	Finance	Exemption not granted timeously	<b>Unjustified</b> Investigation ongoing into possible fraudulent claim
4	Finance	Not advised that payment would be taken from account even although moved address	<b>Part Justified</b> Staff reminded to give details of all payments due after moving
5	Finance Council Tax	Length of time taken to attend to refund.	<b>Justified</b> Apology issued
6	Finance Council Tax	Direct debit cancellation	<b>Justified</b> Apology issued and procedures changed
7	Finance Council Tax	WDC staff debt	<b>Unsubstantiated</b> Letter issued
8	Finance Council Tax	Single person discount	<b>Unjustified</b> No discount due
9	Finance Council Tax	Length of time taken to attend letter	<b>Unjustified</b> Apology issued
10	Finance Finance Recovery	10% statutory addition	<b>Unjustified</b> Letter issued
11	Finance Finance Recovery	10% statutory addition	<b>Unjustified</b> Letter issued

12	Finance Council Tax	Single person discount	<b>Unjustified</b> No discount due
13	Finance Council Tax	Length of time taken to attend letter	<b>Part Justified</b> Apology issued
14	Finance Council Tax	Length of time taken to attend letter	<b>Part Justified</b> Apology issued
15	Finance Council Tax	Length of time taken to attend letter	<b>Justified</b> Apology issued
16	HRES (DES) Waste Services	Special Uplift Service – allegation of offensive language by WDC employees.	<b>Unsubstantiated</b> The employees who carried out the special uplift were interviewed regarding the allegations which were denied.
17	HRES (DES) Waste Services	Refuse Collection – failure to empty bin.	<b>Justified</b> Unable to explain why the complainant's bin was missed on the scheduled day. Arrangements were made to empty the bin upon receipt of the complaint.
18	HRES (DES) Development Management and Building Standards	Processing of Planning Application and Letter of Comfort.	<b>Unjustified</b> The application was determined within an acceptable timescale. All relevant matters were considered and the correct decision was taken. It is considered appropriate that approval was given under delegated powers. A further request has been sent re applying for a Letter of Comfort but the Council cannot insist that such an application is made.
19 - 26	Education and Cultural Services - CLD/Libraries	Lack of Disabled Toilets in Glenhead C.E. Centre (8 complaints)	<b>Justified</b> Architects Department in the process of drawing up plans
27	Cultural Services	Access to the disabled ramp was denied due to work being carried out at a CE Centre.	<b>Part justified</b> Work was being carried out by a contractor to provide disabled parking bays at the side of the ramp which involved the disabled access ramp having to be blocked off for health & safety reasons. The work was completed in as short a timescale as possible.
28	Education	Complainant's garden flooded due to a blocked drain on the hockey pitch at OLSP.	<b>Part justified.</b> Matter investigated – drain blocked due to weather conditions. The problem was sorted and will be monitored to ensure that no further problems occur.

29	Education	Complainant's son gave his gold bracelet to a teacher for safe keeping on a school football trip and the teacher lost the item.	<b>Part justified.</b> Matter investigated and the Council's insurance company agreed to send a claim form to the mother.
30	Education	Complaint re – taxi company who undertake the taxi contract to Renton Language Unit.	<b>Unjustified.</b> Matter investigated and the taxi company were found to be running the contract correctly and adhering to the Council's transport policy.
31	Education	Complaint re – allocation of privilege seats on school contract bus.	<b>Unjustified.</b> Matter investigated and it was found that the Council's policy was being adhered to.
32	Education	Parental complaint in relation to how a situation was handled in school involving her child who requires ASL (additional support for learning).	<b>Part Justified</b> Discussions took place with the head teacher as to suitable methods to address the issue.
33	Education	Parental complaint about the resolution of behaviour issues involving her child in school.	<b>Unjustified</b> No further action taken.
34	Education	Drainage problem from the playing field of OLSP High School into a residential garden.	<b>Unknown</b> Currently being investigated. Reply due by 27.4.06.
35	HRES Housing and Technical Leisure	Complainant arrived at the gym at the Vale of Leven Swimming Pool at approx 7.30pm on the 04/10/05 and there were approx 11 - 12 members there. Shortly after this a man and a group of 10 teenagers came in and monopolised some of the equipment. He thinks this is unfair as he is having to pay an annual membership and as this was the local Swimming Team which are going to be there every week why should he have to pay if other people are going to be given priority to use the equipment.	<b>Part Justified</b> For many years the Sports Developing Swimming Club have had use of the gym area and it was thought with the extension of the gym area and equipment there would be sufficient space for the Swimming Club and the public. Discussions will be taking place with the Sports Development section on how to best solve this problem.
36	HRES Housing and Technical Leisure	Detailed complaint regarding staff at Playdrome being offensive to young girl who was trying to calm down a situation between a group of girls.	<b>Unjustified</b> A full investigation was carried out into the conduct of the staff at the Playdrome after this complaint was received and on the night in question two girls were asked to leave the premises as they were being abusive to both staff and customers, but at

			no time did the staff use foul language towards any members of the public. The Facilities Development Co-ordinator who has replied to the complainant has offered to discuss this matter further if she is not satisfied with his findings.
37	HRES Housing and Technical Street Cleaning	Complaint is about the lack of street cleaning service and the fact that when the Refuse Collection is taking place binmen leave litter that has fallen out of the bins. Also states that the Mechanical Sweeper does not attend frequently.	<b>Unjustified</b> In light of the complaint the area will be given extra attention and will be monitored by the Council's Litter Control Officer although the complainant was advised that the Mechanical Sweeper and Mobile Vehicle did attend to this area once per week.
38	HRES Housing and Technical Transport	Complainant was driving along Renton Rd towards Dumbarton when a WDC vehicle turned suddenly to face oncoming traffic. When she slowed down to allow vehicle to complete its manouvre the driver began shouting and making gestures towards her.	<b>Part Justified</b> This complaint has been dealt with under the department's policy for How's My Driving scheme.
39	HRES - Housing Repairs	Reported two repairs since Dec 2005. Rough casting falling off side of building and side of building floods since drain pipe blown down in storms	<b>Justified</b> Letter sent out to tenant stating that two officers had visited on two occasions but gained no access. Letter asked tenant to contact the repairs to contact the repairs centre to arrange convenient appointment.
40	HRES - Housing Repair	Reported door entry system fault. Was told someone would be out but no-one turned up	<b>Justified</b> Inspected door entry system it was found that internal release button had been vandalised from inside the flats. A repair order was issued to contractor who visited but who could not gain access. The repair was carried out in October 2005.
41	HRES - Housing Repair	Workmen left pipe slicer on bathroom floor and endangering 14 month old child walking around house	<b>Justified</b> Officer investigated complaint and workmen were unaware that tool had been left. The operatives have apologised for this mistake and for any anxiety caused. Instruction will be issued to all operatives to remind them of responsibility to ensure tools and equipment is not left unattended and are removed from premises.
42	HRES - Housing Repairs	Lock up garage door reported June 2005. Passed for new door to be fitted, still waiting on it getting replaced.	<b>Justified</b> Apologised for delay in carrying out work. Delay due to large workload. New door fitted 27 January 2006

43	HRES - Housing Repairs	Problem with neighbour – two wheelie bins have been burnt costing £40 to replace. Graffiti on both front and back door wall. Damage to cars. Fence separating properties at back garden almost destroyed by neighbours teenage children. Overgrown tree across garden leaving it impossible to keep garden tidy.	<b>Justified</b> An inspection was carried out in November 2005 – no graffiti at the time of inspection. Vandalism to cars parked are the responsibility of police and should be reported to Community Police. Photos taken of tree and no evidence was found that it was overgrown.
44	HRES - Housing Repairs	Length of time taken to replace extractor fan.	<b>Justified</b> Work to be carried out was not to replace extractor fan but to install an Air Pressurisation system which has a 40 day working target. Apology given for the quotation process with specialist contractor on this occasion was protracted. Officers have been reminded to track requests for prices to avoid undue delay.
45	HRES - Housing Repairs	Hole in the roof has been reported several times and very shabbily repaired	<b>Justified</b> Repair categorised as an emergency and actioned within 2 hours and completed within 24.
46	HRES - Housing Repairs	Problem with dampness – numerous inspection, floorboards lifted, vents installed. Problem not resolved. Husband is asthmatic.	<b>Justified</b> Two visits were carried out and remedial work has been ordered and scheduled for completion by the end of March.
47	Repairs	Kitchen installed in December 2005. Number of outstanding repairs and work still to be completed.	<b>Justified</b> Maintenance Officer has issued repair lines for outstanding work. Replacement worktop and work should be carried out by the end of April 2006.
48	HRES - Housing Repairs	Repairs outstanding to new fitted kitchen (1 year 3 months). Phoned several times. Inspector came out but repairs still outstanding.	<b>Justified</b> Apology given for inconvenience caused. Electrician could not gain access and left card but no one contacted then to organise suitable time. Work has now been completed.
49	HRES - Housing Repairs	Informed that a new kitchen would be fitted in 9 months, then at next enquiry advised it would take up to 5 year. Many repairs required in Kitchen.	<b>Justified</b> After inspection an installation date was scheduled for late March for a new kitchen and outstanding repairs.

50	HRES - Housing Repairs	Account sent to tenant and five home owners re: repair to flat roof for water ingress to cellars. Complainant unhappy with the standard of repair and the attitude of repairs inspector	<b>Justified</b> Apology given and accepted for inspector's attitude. Invoices have been suspended until repairs are completed to a satisfactory standard. Work commenced in middle of February and will be monitored by Operational Manager.
51	HRES - Housing Repairs	Central Heating repair – Carbon Monoxide Poisoning. Technician visited and there was a blockage of the flue of the central heating back boiler.	<b>Justified</b> Engineer visited and recognised that boiler's age and specification required a free flow of air. Replaced the open flue appliance with a new room sealed appliance. An insurance claim form enclosed for compensation.
52	HRES - Housing Repairs	Repair of light in close reported by phone 2 months ago. Still not fixed.	<b>Justified</b> According to records a repair was carried out in October 2005 and there are no records of any complaints after that date. Repair ordered and due for completion mid March.
53	HRES - Housing Repairs	Leaking roof reported in November 2005. Inspector visited and workmen have been out to fix it 4 or 5 times, but roof still leaking. Also reported broken seal on the door, but no repair has been carried out.	<b>Justified</b> Surveyed roof and door and repair orders have been raised to cover both. Work will be completed by the end of April.
54	HRES - Housing Repairs	Complainant advised that plaster repair round door would be fixed when door was replaced. Door fitted and holes (as a result of new door) were plastered. After another phone call a plasterer came the following day who advised he could not do the original plasterwork as inspector needs to call first. Repaired reported again.	<b>Justified</b> Maintenance officer advised that work to the pre-cast ingoos around external door was required. Work ordered and due for completion by 22 February 2006
55	HRES - Housing Benefits	Phoned in August 2005 wanting to find out how much rent to pay – shared tenancy	<b>Justified</b> Apology given for not sending out a new standing order form.
56	HRES - Housing Benefits	Council Tax and Housing Benefit enquiry. Visited office several times information differs from week to week depending on who is on the desk.	<b>Justified</b> Apology given for inconvenience caused as officer did not notice proof of son's details. Council has installed document management system that will ensure duplication requests for information will not be made in the future.

57	HRES - Housing Benefits	Overpayment of Council Tax benefit. Staff said client had not declared part of their income when in fact the private benefits office has had evidence that this is untrue.	<b>Justified</b> Apology given for any distress caused. Overpayment was caused by department error.
58	HRES - Housing Benefits	Complainant phoned in August and December to get advise re change of circumstances. Advised that things were still the same and to keep making the same payments. In January client received a letter stating that circumstances had changed and an overpayment of rebate had been paid so debt to client was £311.86	<b>Justified</b> No record of enquiries re the effect husband's pension would have on Council Tax benefit entitlement. Considered circumstances and used discretion and will recover the overpaid council tax benefit. Amended council tax benefit bill re-issued and apology given for any distress caused.
59	HRES - Housing Benefits	Complainant previously completed forms and provide documents re their child's bowel disorder to Roseberry Place for the disabled child premium and carer premium to be amended on invoice	<b>Justified</b> Write within one calendar month showing good cause for not applying earlier and stating why.
60	HRES - Housing Employee Attitude	Complaint made against a member of staff.	<b>Unsubstantiated</b> Member of staff interviewed regarding manner during phone call. It was denied. A note of the phone call had been recorded and it stated that the tenant was upset. No action taken as there was no evidence.
61	HRES - Housing Other	Tenant phoned to speak to specific member of staff and was asked lots of questions than put through to a machine asking to leave repair/query. 10 minutes later staff member phoned back and made appointment to visit the following week. Complaints about service and attitude of employee.	<b>Justified</b> Customers calling repairs centre are asked a series of pertinent questions to determine appropriate action. Apology given that tenant was dissatisfied with assistance provided by the helpdesk, however process followed has proven to be effective and efficient.
62	HRES - Housing ASIST	Mini motor bikes on the high park.	<b>Justified</b> This complaint was referred to the Police and also sent to Enforcement Officer who will deal with it line with current legislation and procedures.

63	HRES - Housing Allocations	Contacted Area Housing office 4 times and found receptionist very rude and abrupt and not helpful at last visit.	<b>Justified</b> Team Leader discussed with officer concerned and she feels that she was not rude or abrupt. There was another officer present who felt that client was dealt with courteously.
64	HRES - Housing Allocation	Complainant awarded 40 medical points and was top of list for several areas. Received another letter stating medical points were wrong.	<b>Justified</b> Apology given for error in points awarded. Staff have been reminded of the importance of accuracy when entering medical points.
65	HRES - Housing Tenancy Services	Mess at front and rear of Craigielea Road. Complained on a previous occasion but nothing was done.	<b>Justified</b> Enforcement Officer in the area checking closes on a weekly basis. Warning letters regarding cleaning of common areas have been issued previously and in some cases legal action has been intimated. An order passed to replace bins.
66	HRES - Housing Tenancy Services	Refuse Collection and Housing Office	<b>Justified</b> Client interviewed and form completed for preferred colour of close to be painted Replacement bin ordered and delivered.
67	HRES - Housing Tenancy Services	Complaint about the rubbish in her neighbours garden and wanted a housing officer to inspect it.	<b>Justified</b> Enforcement officer addressing the situation and taking appropriate action against tenants found dumping rubbish. Arrangements were made to clean up area/garden and repairs/replace bins.
68	HRES - Housing Homeless	Attended homeless section on 27 <sup>th</sup> February and not allocated accommodation until 1 <sup>st</sup> March. There was no bedding, kettle or cooking facilities. Advised Housing would get a taxi for me but as it was from the pub they refused. Feel mistreated and want to take further action.	<b>Justified</b> Complainant refused furnished accommodation in Brucehill and advised staff that he could stay with a relative until 2 <sup>nd</sup> March. Was offered a flat on 1 <sup>st</sup> March, given food and provided with a taxi to take them from the office to the house. Advised by joiner that there was no kettle and the cooker was not connected. Apology given for poor preparation of the flat and arranged for cooker to be connected and kettle to be delivered.
69	Estates	Home was destroyed by vandals in October 2002. Council came to see house but would not rehouse complainant. Moved East Kilbride in private let. Been trying to get council house but told they had £700 rent arrears.	<b>Justified</b> No correspondence which indicates tenancy had terminated at an earlier date, therefore still liable to pay rent arrears. Once suitable repayment and agreement for minimum of 13 weeks, an application for rehousing will be considered.



70	Social Work	Claimant says she has no relationship with her social worker and wishes a change of worker. Also says she would like “to change” her sons as close to nervous breakdown.	<b>Unjustified.</b> Decisions relating to her son are made at a LAAC Review and not solely by social worker.
71	Social Work	Mr xx is physically disabled and requires support to enable him to leave the house. Has been told there is no money for this kind of support.	<b>Unjustified</b> A voluntary organisation has been commissioned to provide the service Mr xx requires.
72	Social Work	Complainant states her son did not “turn up” due to the actions of foster carers.	<b>Unjustified.</b> Non appearance of baby son did not involve foster carers.
73	Social Work	Mr Y from You First Advocacy complained in connection with decision to refuse funding to allow LMcT move from residential accommodation to her own tenancy	<b>Unjustified.</b> Efforts are being made to identify funds to support a package of care that would allow service user to live in her own tenancy. Not possible to predict when a suitable tenancy will become available.
74	Social Work	Complainant has a placement at a residential school and states her social worker never answers her phone calls	<b>Unsubstantiated.</b> There is a close relationship with her social worker. However, the frequency of visits has lessened now she is not at a children’s unit but at a residential school where staff members also provide support.
75	Social Work	No notification of Panel date and claims lack of support from social worker and not being treated with courtesy and respect	<b>Unjustified</b> SCRA responsible for notifying client of Panel date. Possible misinterpretation by social worker of the action of complainant led to senior’s phone call.
76	Social Work	Claims her daughter has been forced to go to a nursery that the complainant did not wish her to go to.	<b>Unsubstantiated.</b> Parents attended child protection meeting where allocated nursery was put forward and there was no dissent by either parent at the meeting.
77	Social Work	Asks for a review and that money must be released for Direct Payments. Claims her human rights have been violated and is entitled to Direct Payments.	<b>Unjustified.</b> Explanation given that Council assesses needs and attempts to meet the needs within available resources. Her name will remain on waiting list and SW will continue to assess what can be offered.

78	Social Work	Complainant has lived in Leven Cottage for 10 years and does not wish to leave	<b>Justified.</b> Leven Cottage is no longer able for use a home for older people. Unable to arrange for complainant to stay there as requested.
79	Social Work	Alleges Social Worker told her that the Department had no intention of returning her children to her and that this was new information.	<b>Unjustified.</b> Complainant had been told on several occasions that there were no plans to rehabilitate the children to her full time care.
80	Social Work (email)	Witnessed staff/visitors parking in the private bays off Centenary Court by Bruce St.	<b>Justified.</b> Further instructions issued to all staff and drivers of staff vehicles not to park in the bays and staff reminded they require to inform visitors of the parking restrictions.
81	Social Work	Concerns by a key worker over the manner in which a staff member is conducting her duties as a social worker	<b>Unknown</b> Investigation in progress

\*4 (5%) complaints this quarter were received via the electronic complaints system.

## Appendix 2

### Departmental Complaints Co-ordinators (2005/06)

Service Department	Co-ordinator	Ext. Number
Chief Executive	May Simpson	7242
Corporate Services (Finance)	Linda Hillis	7412
Corporate Services (Information Services)	Peter Rudzinski	7111
Corporate Services (Legal & Administration)	Christine McCafferty	7186
Corporate Services (Personnel & Training)	Eileen Kruger	7832
Developmental and Environmental Services	Graeme McDougall	7180
Education and Cultural Services (Community and Cultural Services)	May Sweeney	8041
Education and Cultural Services (Education Services)	Karen Docherty	7368
Housing and Technical Services (Housing Services)	Natasha Brooks	7399
Housing and Technical Services	Ann Mc Naughton	7616
Social Work	Alice Dow	6131