

**BDC**  
**Complaint Details July to December 2014**

| Complaint details   | Days taken to respond | Action taken  | Outcome update from HOS  |
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| <b>Benefits</b>   |                       |   |  |
| Customer unhappy that he received letters concerning housing benefit and council tax benefit from a property he had already informed BDC he had vacated. He came in to CSC about the housing benefit letter as was very concerned about it then received a further letter about his council tax benefit on the next day. He was concerned that the matter hadn't been dealt with and about the unnecessary stress this has caused, particularly as he suffers with angina and a heart condition where he needs to avoid stress. | 12                    | Apologies given for the upset and stress caused and explanation given. Letters had been delayed due to processing issues and were therefore out of date, and the address had not been updated for correspondence. | <b>Improved processing of changes to circumstances implemented</b>   |
| Customer has sent in previous letters and had not received a reply  | 19                    | The delay in replying to enquiry about change in payment method was acknowledged and apology given.   | <b>A backlog in outstanding correspondence at the time of this enquiry contributed to the delay in responding. This is now resolved.</b> |
| Customer came into Customer Services with a benefit award letter to another customer which was in the same envelope as hers. She was furious that a mistake like this could have happened.  | 5                     | Manager contacted customer to apologise for this error.<br><br>Post Room advised of this mistake which will be monitored.   | <b>No further action.</b>  |
| Customer not happy that the Housing Association emailed rent increase to Benefits in April and have had to email twice since but account still not updated.   | 11                    | Error on web based system which was rectified with the housing association. Customer contacted and apology given.   | <b>No further action</b>   |
| Customer would like to make a complaint about the way her benefit claim has been dealt with as this has affected her council tax  | 17                    | The single person discount was added to the customer account before her benefits claim was assessed. The customer had taken out house   | <b>Benefits and Revenues teams have been advised to consider the</b>   |

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| payments. Her benefits were calculated wrongly and clarification is inaccurate.  |           | insurance because she thought her payments would be lowered but is now out of pocket because with re assessment her benefit claim is lower.<br>Apology given and a small reimbursement was made to customer for difference between amount previously advised and amount due  | <b>impact of council tax discounts before giving information to the customer.</b> |
| Customer unhappy following review of claim which identified several undeclared changes in circumstances resulting in overpayment. Unfortunately Academy recovered too much of the overpayment from HB that should have created a credit on the rent account. | <b>4</b>  | Apology given to customer<br>Arranged for over-collected payment to be refunded & paid to customer. New benefit letters issued.  | <b>No further action</b>  |
| <b>Council Tax</b>   |           |  |   |
| Customer not happy that we haven't collected a direct debit and they have received a threatening reminder notice She has tried to call several times but line engaged.   | <b>5</b>  | Customer contacted and apologies given for the reminder notice that was sent and direct debit set back up.   | <b>No further action</b>  |
| Customer unhappy by the waste of money spent on retracted consultation   | <b>1</b>  | Head of Service contacted the customer and explained the background to the consultation  | <b>No further action</b>  |
| Customer unhappy about his overpayment of business rates not being refunded  | <b>14</b> | Customer had been informed previously of the information we require to process the payment but had not produced it. This was explained to him.   | <b>No further action</b>  |
| <b>Customer Services</b>   |           |  |   |
| Customer unhappy about the way her call was handled as she didn't seem to know about the safety department. She didn't appreciate questions she asked because she is only a receptionist.  | <b>4</b>  | On investigation it was found that this misunderstanding was because the customer had asked for the Security department and not the Safety Team. So our CSA thought the customer needed to speak to BDHT.<br>CSA's reminded that Community Safety on rare occasions provide a key cutting service for vulnerable customers | <b>No further action</b>  |
| Customer complained that he tried to make a payment using his debit card on 5 or 6 occasions.  | <b>3</b>  | Apology given to customer and help and advice given with using the Automated Payment System  | <b>No further action</b>  |

| <b>Development Control</b>  |           |   |   |
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| Customer unhappy about planning process as believes full public consultation process was not followed   | <b>12</b> | Head of service responded to the list of 14 points raised to explain that due process had been followed.  | <b>No further action</b>  |
| Customer unhappy about the planning application for Hunnington Hole   | <b>15</b> | This is a request for the council to take enforcement about the Hunnington Hole.  | <b>Issue was addressed in a public meeting of the parish council on 21 October.</b> |
| Customer unhappy about development at Hunnington Hole   | <b>4</b>  | This complaint was about lack of enforcement action by the council. For legal reasons no one can know that enforcement action may be taken or its nature before the notice is served. The customer thought the council was doing nothing but officers were preparing action                                 | <b>No further action</b>  |
| Two complaints re Marlbrook Tip   | <b>11</b> | Both complaints referred to Ombudsman   | <b>No further action</b>  |
| <b>Environmental Services Support Team</b>  |           |   |   |
| Customer unhappy with attitude of one of the team   | <b>3</b>  | Apology given to customer and staff member reminded of customer care policy and behaviours..  | <b>To be monitored</b>  |
| <b>Leisure</b>  |           |   |   |
| Manager of Brook Court has complained about the noise from the Spadesbourne suite whilst a keep fit class taking place  | <b>1</b>  | We failed to check that the Spadesbourne wasn't generating too much noise. Apology given to the manager and residents of Brook Court  | <b>This will be monitored to make sure it doesn't happen again.</b>                 |
| <b>Lifeline</b>   |           |   |   |
| Customer was concerned that Lifeline cabling was mess and a spike was sticking out of the wall that could cause injury from Lifeline Maintenance visit.   | <b>2</b>  | Manager went to property removed 'dangerous spike' and fitted trunking to wall to hide cable. Customer happy on departure.  | <b>No further action</b>  |
| <b>Refuse</b>   |           |   |   |
| Customer was quoted £15 for single mattress. When her Carer came in to pay he was informed it was £7.50 and not £15. He is unhappy that he was given differing prices. He would like correct quotes given to customers and said the team should be spoken to about giving the right charges | <b>3</b>  | Spoke to the customer to try and ascertain who had provided the 2 prices; she was not sure as it was her carer that dealt with it. Apologies given for the confusion but she was quite happy as it was all sorted.<br>Team training session arranged to ensure that knowledge on this service is up to date | <b>No further action</b>  |
| Customer unhappy that her   | <b>5</b>  | Customer contacted and  | <b>No further</b>   |

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| bin has not emptied 3 times in a five month period.   |           | apology given. This round will be monitored.   | <b>action</b>             |
| Customer unhappy that bin was not collected and that his red box was also taken away.                               | <b>3</b>  | Apology given to customer and red box replaced.  | <b>No further action</b>  |
| Customer unhappy that brown bin was missing and has not been replaced.  | <b>1</b>  | Replacement bin delivered the same day and apology given.  | <b>No further action</b>  |
| Customer unhappy with attitude of refuse team   | <b>3</b>  | Manager spoke to customer and apologised for any offence caused with this communication error. The crews concerned have been spoken to.  | <b>No further action</b>  |
| Customer unhappy that his bin was swallowed by the vehicle  | <b>3</b>  | Bin went into the back of the vehicle when emptied replacement needed<br>Bin delivered, explanation and apology given to customer.   | <b>No further action</b>  |
| Customer unhappy that brown bin was taken away by Council without informing him                                     | <b>14</b> | Apology given. Administrative error due to lack of communication by customer and previous tenant.  | <b>No further action</b>  |
| Customer unhappy with assisted collection being missed  | <b>2</b>  | Crews have been notified of importance of passing on information related to assisted collections to colleagues covering their rounds   | <b>To be monitored</b>    |
| Customer unhappy with alleged sarcasm of driver of refuse vehicle   | <b>3</b>  | Apology given to customer<br>This matter was discussed with the crew concerned and the importance of good customer relationships was re iterated.<br>Crew can not recall this incident.        | <b>To be monitored</b>    |
| Customer unhappy with bin being left in random places after being emptied   | <b>1</b>  | Apology given to customer<br>Supervisor discussed this matter with residents and agreed a way forward for future collections.  | <b>No further action</b>  |
| Customer unhappy with refuse team leaving her bin in the middle of her drive  | <b>14</b> | Apology given to customer.<br>Incident discussed with crew/  | <b>To be monitored</b>    |
| Customer unhappy with attitude of the refuse team when she asked them to move to let her pass on a very narrow lane | <b>3</b>  | Apology given to customer.<br>This matter was discussed with the crew concerned and the importance of good customer relationships was re iterated  | <b>To be monitored</b>    |
| <b>Parking</b>  |           |  |                           |
| Customer unhappy about the filthy state of Bromsgrove multi storey car parks  | <b>3</b>  | Car park and lifts had not been cleaned .Apologies were given to customer and crew were sent in to clean. This frequency of the cleaning has been reviewed and has now been put on a schedule. | <b>No further action.</b> |

## Street Cleaning

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| Customer unhappy that the road bordering district had not been cleansed for a long time. | <b>1</b> | Apologies given and customer advised that the area has been put on a schedule and being cleansed on a regular basis<br>Area has been cleansed received and we subsequently received a compliment about the work done | <b>No further action</b>                                 |
| Lack of response to removal of litter bins complaint                                     | <b>2</b> | Bin had been removed and Parish had not kept alleyway cleansed.<br>Alleyway was cleaned and cut back, bin replaced and alleyway being maintained on a regular basis and customer kept informed                       | <b>Now on a regular cleansing schedule by Place team</b> |
| Customer unhappy about litter problems around his area.                                  | <b>3</b> | This is an ongoing problem and is being monitored.   | <b>No further action</b>                                 |