



**Complaints and Compliments Report  
End of Year  
April - March  
2015/16**

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## 1. Principles

Carmarthenshire County Council's Complaints Procedure was adopted in May 2011. The procedure aims to emphasise the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution.
- To ensure that investigations follow the '**Investigate Once, Investigate Well**' principle.
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

## 2. Definition

The **definition of a complaint** is an expression of dissatisfaction or concern,

- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

Complaints which are currently open and under investigation are **not included** in this report.

The complaints referred to within this report are those where the investigation has been completed during the review period.

### 3. Complaints investigated and responded to between April 2015 – March 2016

SERVICE	Stage 1				Stage 2			
	No. of Complaints responded to <sup>1</sup>	No. receiving a full response within allocated time period <sup>2</sup>	No. receiving a full response after allocated time period <sup>3</sup>	No. of Complaints responded to	No. receiving a response within allocated time period <sup>4</sup>	No. receiving a response after allocated time period		
Chief Executives	33	25 76%	8 24%	1	0 0%	1 100%		
Education & Children's Services (excluding Statutory Complaints)	9	8 89%	1 11%	1	1 100%	0 0%		
Corporate Services	31	28 90%	3 10%	1	0 0%	1 100%		
Community (excluding Statutory Complaints)	95	64 67%	31 33%	6	1 17%	5 83%		
Environment	242	155 64%	87 36%	22	5 23%	17 77%		
Cross Departmental Issues	6	4 67%	2 33%	0	0 0%	0 0%		
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities <sup>5</sup>	47	19 40%	28 60%	7	1 14%	6 86%		
<b>TOTAL</b>	<b>463</b>	<b>303 65%</b>	<b>160 35%</b>	<b>38</b>	<b>8 21%</b>	<b>30 79%</b>		

<sup>1</sup> This is the cumulative figure of complaints investigated and responded to within the period of the report this financial year

<sup>2</sup> Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 10 working days, with an additional 10 working day extension with the complainant's consent

<sup>3</sup> Any complaints which have been investigated and responded to outside the allocated time period

<sup>4</sup> Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 25 working days, or up to 3 months with the complainant's consent

<sup>5</sup> These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

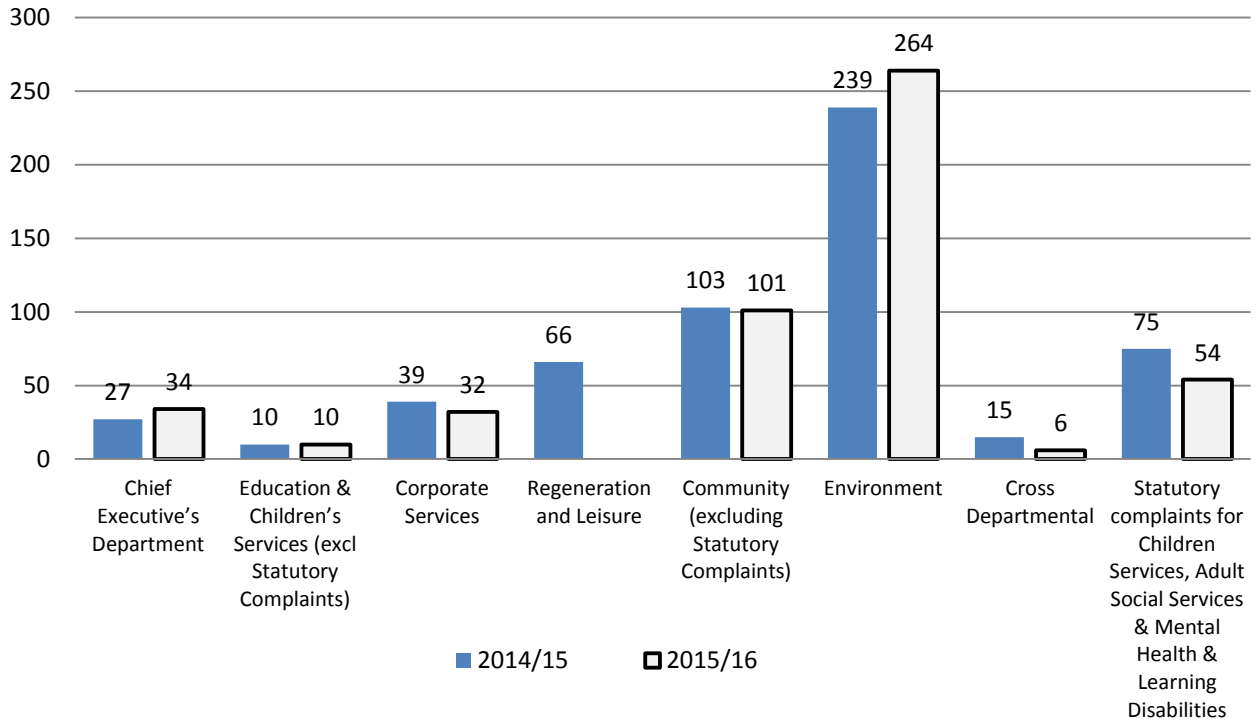
## 4. Summary of complaints

- The Authority investigated and responded to 501 complaints during 2015/16, compared to 573 during the same period for 2014/15.
- Overall, 62% of cases received a response within the allocated time period, compared to 66% for the same period last year.

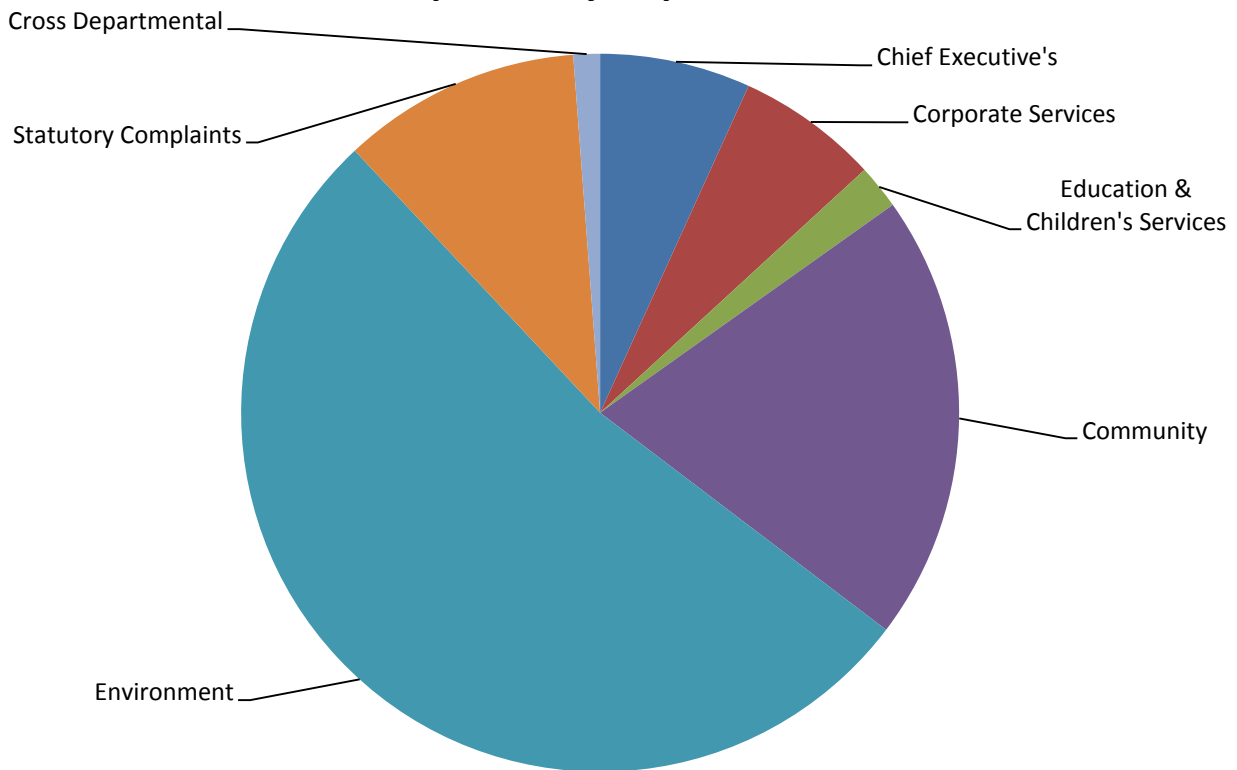
<b>Department</b>	<b>Total No. of complaints received</b>
Chief Executive's Department	34
Education & Children's Services (excl Statutory Complaints)	10
Corporate Services	32
Community (excluding Statutory Complaints)	101
Environment	264
Cross Departmental	6
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	54
<b>Total</b>	<b>501</b>

**\*\*Comparisons are approximations only due to departmental reorganisations\*\***

### Number of Complaints investigated & responded to during 2015/16 compared to 2014/15



### Complaints by Department 2015/16



## 5. Redirected Communication

The Complaints Team also addressed a further **520** “Redirects” – enquiries and requests for assistance which offered the team the opportunity to try and rectify difficulties before complaints arise. This figure would also include any dissatisfaction received regarding properly made Policy decisions which would not be addressed by the formal Complaints Policy.

<b>Department</b>	<b>Total No of Redirected communication received</b>
Chief Executive’s Department	24
Education & Children’s Services	40
Corporate Services	12
Community	184
Environment	250
Cross Departmental	7
External Providers	3
<b>Total</b>	<b>520</b>

## 6. Complaints with any equalities or Welsh language issues

During 2015/16 we received six complaints which involved specific Welsh language issues (Education & Children's Services 1, Chief Executive's 1, Communities 2, Environment 2)

Three complaints addressed during 2015/16 related to Equalities issues (Corporate Service 1, Communities 2)

## 7. Complaints determined by the Ombudsman during 2015 / 16

	Concluded by Ombudsman 2015-16	Settled	Ombudsman conclusion				
			Not Upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	0	0	0	0	0	0	0
Education & Children's Services	5	0	0	1	1	3	0
Resources	3	1	0	1	0	1	0
Community Services	9	1	0	4	2	1	1
Environment	22	4	2	8	4	4	0
Cross Departmental Issues	1	0	0	1	0	0	0
<b>Total</b>	<b>40</b>	<b>6</b>	<b>2</b>	<b>15</b>	<b>7</b>	<b>9</b>	<b>1</b>



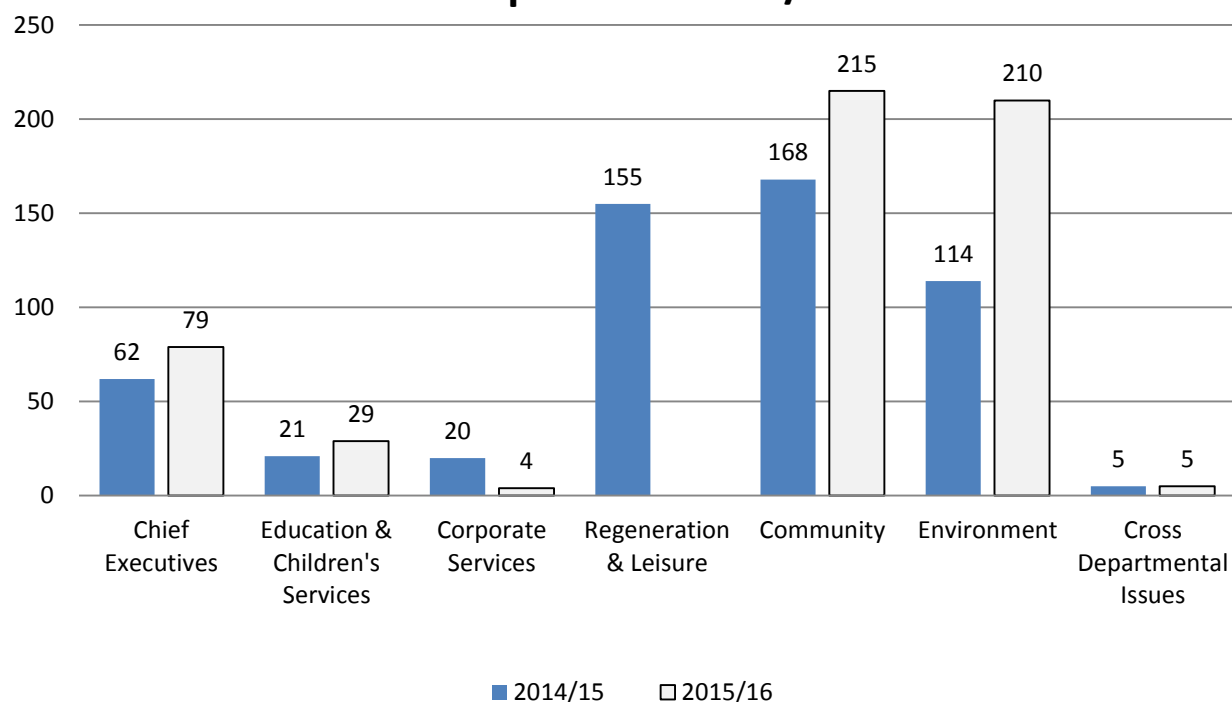
## 8. All Departments Compliments

Service	No. of compliments received
Chief Executives	79
Education & Children's Services	29
Corporate Services	4
Community	215
Environment	210
Cross Departmental Issues	5
<b>Total</b>	<b>542</b>

- The Authority received 542 compliments between during 2015/16, compared to 545 for the same period in 2014/15.

**\*\*Comparisons are approximations only due to departmental reorganisations\*\***

### Number of compliments received during 2015/16 compared to 2014/15



## 9. Departmental Complaint & Compliment Analysis

### 9.1 Chief Executives

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	28		1		2		2	
Upheld	11	39%	1	100%	0	0%	1	50%
Partially Upheld	9	32%	0	0%	0	0%	1	50%
Not Upheld	8	29%	0	0%	2	100%	0	0%
Stage 2 Complaints investigated	1		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	1	100%	0	0%	0	0%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%

#### Analysis of the nature of complaints and the trends

Registrars received one complaint that was upheld, it related to insufficient communication between the authority and a bride regarding scaffolding on Town Hall at the time of her wedding.

Customer Services acknowledged that they could have been more helpful when assisting with a Blue Badge enquiry by allowing use of a PC or printing off an electronic form. An apology also had to be given because card payments could not be made in The Hub in Llanelli.

Two complaints were received in relation to IT. One was upheld. It concerned the way a request for assistance at a library was addressed.

Four complaints were received regarding the manner of a Contact Centre agent. Apologies were given to callers by Team Leaders and followed up with members of staff where necessary. Three complaints were also upheld regarding the service given. These concerned advising on the blue / black bag cycle incorrectly, the ordering of recycling kit and the arrangements for a bulky waste collection.

A complaint against Human Resources was upheld. This related to the way the recruitment process was managed.

Compliments	Regeneration and Policy	People Management and Performance	IT
Compliments received	62	1	16

#### Analysis of the trends:

- Registrars received three compliments about the way in which they conducted wedding ceremonies *"...we just wanted to say the biggest thank you for conducting our ceremony. You put us at ease"* *"I just wanted to say a HUGE thank you for the part you both played in our wedding last week... it really felt like you respected the intimate feel we hoped to achieve"*
- Acknowledgements were received regarding the way in which Complaints and FOIA requests had been

addressed and the fact that it was resolved promptly. "Thank you for your tolerance and professionalism in handling this complaint." "Thank you for your prompt, comprehensive and most importantly reassuring reply"

- The Communications Team were complimented via Facebook for the way in which they were "keeping people informed".
- A number of compliments were received in relation to the manner of the staff working in the Customer Service Centres. The support that they provide members of the public was also noted. *"I don't think I would have managed to complete all the necessary documents without their guidance", "...very very helpful. Clear, concise and I am very grateful, "Very professional, a credit to the council" "She went out of her way to assist my father, we are very grateful" "I was very impressed with the level of customer care skill that this young woman displayed"*
- Contact Centre staff were also compliments on the way they addressed matters for the public. "always had an efficient service and received prompt action in relation to his queries and issues", "...you have an exceptional employee who , in my opinion, is someone who is worthy of recognition", "Excellent customer service, extremely helpful and went the extra mile to help me with my enquiry"
- IT received a number of compliments. *"your work and commitment has reflected true partnership working in Carmarthenshire", "He took our rants, came over and over to check things out, reset us and was a really big help", "PCs converted to laptops has improved efficiency - support was appreciate" "A big thank you must go to IT for sorting this, there has been a lot of work done to configure them" "Due to last minute change of plans, your fast response to keep things on track was appreciated"*

## 9.2 Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

	Children Services		Governance & Inclusion		Strategic Development		Improvement & Skills		School Modernisation	
<b>Stage 1 Complaints Investigated</b>	14		4		1		1		1	
Upheld	2	14%			1	100%				
Partially Upheld	1	7%	1	25%						
Not Upheld	11	79%	3	75%			1	100%	1	100%
<b>Stage 2 Complaints Investigated</b>	1				1					
Upheld										
Partially Upheld										
Not Upheld	1	100%			1	100%				

### Analysis of the nature of complaints and the trends

- There has been a decrease in complaints for Education & Children Services in comparison to last year's 2014/15 total, down from the previous 36 complaints to this year's figure of 23. Of these 15 (65%) were for Children's Services.
- 15 Children Services complaints have been recorded, half of last year's total of 30.
- There has been a slight increase in Education complaints, up to this year's total of 8, compared to 6 last year. 4 complaints received for Children Services were in relation to concerns and involvement with individual social workers. One was partially upheld.
- 12 complaints were not upheld. The 2 which were found to be upheld, pinpointed evidence of separate teams lack of support, towards families.
- Of the Education departments 8 complaints, 7 were recorded at Stage 1, with the remaining 1 investigated at Stage 2.
- The Stage 2 complaint focused on the advice given by the Student Finance team. The case was reviewed and it was found that the team were not aware of the individuals change in circumstances. Therefore the complaint was not upheld.
- One Stage 1 complaint was upheld. It was found that a member of staff had been rude during a telephone conversation. An apology was necessary. One was also partially upheld. It was found that there had been a lack of acknowledgment or response, to an enquiry made to the Additional Learning Needs team. The remaining 5 Stage 1 complaints were all not upheld.

Compliments	Children Services	Improvements & Skills	Strategic Development	Governance & Inclusion
Compliments received per division	9	14	5	1

### Analysis of the trends

- There has been an increase in the amount of Compliments recorded this year. Up from last year's total of 21 to this year's 29.
- Compliments for Children Services related to the following areas :
  - Adoption's Team – *'Thank you for all you have done for us in building pour family'*
  - Children with Disabilities – *'You have been my rock in my darkest hour. With your dedication & right intervention she has strived....'*
- Compliments for Education related to the following:
  - Welsh Language Classes – *'exam went better than expected, this is entirely doe to your intervention and running a good class.'*
  - Writing workshops held at Trinity College – *'Thank you very much for allowing our pupils to attend the fantastic writing workshops.'*
  - 'Thanks for helping us out on the SIMS retrieval of data this week.'*
  - 'On behalf of the school, may I offer a massive thank you for the clear leadership which was clearly effective.'* Following a school's Estyn report.

### 9.3 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
<b>Stage 1 Complaints Investigated</b>	30		1	
Upheld	9	30%	0	0%
Partially Upheld	6	20%	1	100%
Not Upheld	15	50%	0	0%
<b>Stage 2 Complaints Investigated</b>	1		0	
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	1	100%	0	0%
<b>Analysis of the nature of complaints and the trends</b>				
<ul style="list-style-type: none"> <li>Audit and Risk Management received one complaint which was partially upheld. It involved the length of time it took to complete an Insurance Claim. The complainant had already accepted a full and final settlement, however an apology was given for any delay.</li> <li>31 complaints were received for Financial Services. Four complaints were upheld relating to Council Tax. They involved the miscommunication of information regarding recovery action (sincere apology given), a recovery firm not recording payments correctly (apology given by the company), the way joint tenant records were recorded (methods reviewed) and a letter sent out in error by the team (apology given).  Four complaints were upheld relating to the Benefit team. They concerned an error in a letter, a delay and errors in calculating an entitlement, issues around the administration of a joint tenancy and the software system not issuing large print letters. Apologies were issued and errors corrected. Arrangements have also been put in place locally for large print letters to be issued on request.  A complaint against the Payments section was upheld. It related to errors and delay in processing the final pay due to a retiring employee. An apology was issued and correct payment made.</li> </ul>				
<b>Compliments</b>	<b>Financial Services</b>			
Compliments received per division	4			
<b>Analysis of the trends:</b>				
<ul style="list-style-type: none"> <li>The knowledge and effort of the Pensions team was acknowledged <i>“your pensions team have been ultra efficient in the way they have dealt with his retirement pension”</i></li> <li>Council Tax Officers were thanked for the way in which they carried out their duties <i>“thank you for giving council services a good reputation”</i> <i>“Your understanding approach was much help to me at a difficult time and it was greatly appreciated”</i></li> </ul>				

## 9.3 Community Department including Statutory Complaints Procedure (Covering Adult Social Care, MHL D)

Complaints	Adult Safeguarding & Improvement		Primary, Community & Social Care		Mental Health & Learning Disabilities		Public Protection		Housing		Leisure	
Stage 1 Complaints Investigated	2		27		9		8		49		35	
Upheld	0	0%	8	30%	1	12%	1	12%	11	22%	10	29%
Partially Upheld	1	50%	9	33%	4	44%	2	25%	13	27%	15	42%
Not Upheld	1	50%	10	37%	4	44%	5	63%	25	51%	10	29%
<b>Stage 2 Complaints investigated</b>	0		2		5		2		1		2	
Upheld	0	0%	0	0%	2	40%	0	0%			1	50%
Partially Upheld	0	0%	0	0%	3	60%	0	0%	1	100%	1	50%
Not Upheld	0	0%	2	100%	0	0%	2	100%				

### Analysis of the nature of complaints and the trends

#### Primary, Community and Social Care

8 of the complaints received were upheld. 3 related to communication issues, either information not being passed on or misunderstanding because of a lack of information. Other issues included the quality of advice given by the Out of Hours Social Work team, eligibility for home care and not being informed of an Occupational Therapy visit.

#### Mental Health and Learning Disabilities

Of the 3 complaints that were upheld, two related to the same case which was managed by the Transitions Team. The other upheld complaint concerned a mental health assessment. Of the seven complaints that were partially upheld, three concerned the way the worker approached the case in question. One involved delays in carrying out an assessment and arranging appropriate support and one concerned costs associated with an adult placement. The others concerned one to one care not being provided to an individual whilst attending hospital and the level of support given to a family unit after the death of the parents.

#### Adult Safeguarding & Improvement

One complaint was partially upheld. It concerned a Safeguarding investigation. An apology was given if warranted.

#### Housing

Of the complaints that were upheld or partially upheld, most were in relation to communication issues. Six of the upheld complaints related to a lack of action or responses to requests made to officers/teams. A few of the partially upheld complaints focused on advice given by teams. The Stage 2 complaint was recorded as partially upheld. A minor error in a letter was the only aspect picked up during the investigation

#### Public Protection

The Stage 1 complaint that was upheld related to the manner of a member of staff during a phone call. An apology was issued and the member of staff was required to attend customer care training. Two complaints were partially upheld, they concerned the dog warden service not making contact with the dog owner sooner than they did and the way in which an issue involving a privately owned septic tank was addressed.

### Leisure

Two Stage2 complaints were received, both in relation to Llanelli Leisure Centre. One involved H&S concerns, this was partially upheld. The other, which was upheld, related to a staff members' conduct while dealing with a customers' enquiry about gym membership.

Leisure Centres received 12 Stage 1 complaints, ranging from cancelled classes to swimming pools' water temperature. 4 were upheld and 6 partially upheld.

There were 8 complaints recorded as to the campsite within Pembrey Country Park. Issues with the showers/toilet block and the behaviour of staff members. 2 were upheld and 5 partially upheld.

The Library service received 5 complaints. 3 were recorded as to the computers installed within the libraries. Of the 5 complaints, 2 were upheld.

Compliments	Primary, Community & Social Care	Mental Health & Learning Disabilities	Adult Safeguarding & Improvement	Careline	Public Protection	Housing	Leisure
Compliments received per division	89	3	2	13	12	63	33

### Analysis of the trends

#### Primary, Community and Social Care

*"All of the staff exceeded my expectations in their concern, support, and professionalism" "Your careful care was very professional and kind. She improved so much under your care"* Enablement Team

A number of compliments acknowledged the work of Crossroads *"Compassion and dignity shown at all times", "No words can express our gratitude, without you we would be imprisoned in our house"*

*"Thank You For Getting Me Back On My Feet", "He could not have been in a better place nor had better people to see to him"* Residential Care

*"Extend my deepest thanks for her kindness & help to me as a carer and to my elderly aunt"*

*"Wonderful...brilliant...lovely...exceptional' influential in helping keep client at home" "Staff are all very caring, dedicated, professional experienced people. Words cannot express gratitude"* Social Work

*'We found OT to be most efficient in the manner she went about addressing the circumstances'*

*"Thank you for your help & assistance with my mother's affairs during her stay at the care home", "They have at all times been very polite and helpful" – Collections Team*

#### Mental Health & Learning Disabilities

*'I now have my life back, I couldn't think of a greater gift'* Substance Misuse Team

*"The care and support given by all these people have been exemplary"* Mental Health Team

#### Housing

*'...would like to express a big thanks to the officer for all of her help and support'. Housing Officer*

*'Thank you for your caring, patience and understanding during recent visit.'* Housing Officer

*'She was excellent and I can't thank her enough for her support during a very difficult period'*



Housing Options Advisor.

*'...fantastic....amazing....brilliant...'* Housing Options Team.

*'Thank you for the installation of my wet room, can't stress how happy I am with the work'* Home Improvement Team

### **Public Protection**

*"Thank yourself and your colleagues for your excellent work and their professionalism"* Court Case

*"Most helpful and gave me a lot of useful advice.....such a good service."* Pest Control

*"I would like to thank you for all your assistance in ensuring our permit was issued in time"*

*"...willingness to go beyond the call to duty to help us to comply with these regulations" "responsive, sympathetic and kept me up to date!"* Trading Standards

### **Leisure**

A thank you was received from the BBC following the filming of Question Time at Y Ffwrnes.

*'Very pleased with the first event of the year. Pembrey Country Park was a fantastic success, feedback received was very positive'.* Organiser of the inaugural Pembrey off-road Duathlon.

*'Very enjoyable, credit to all concerned'.* Wales Coastal Path Maintenance - Countryside Access Team.

*'We had a fantastic day at Pembrey Country Park & Beach. Your staff were tremendously helpful.'*

A film production company.

*'Llandovery library – an excellent resource'.* A comment passed by a local resident.

## 9.5 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering		Cross Division	
<b>Stage 1 Complaints Investigated</b>	14		158		35		34		1	
Upheld	4	29%	51	32%	12	34%	7	21%		
Partially Upheld	3	21%	52	33%	14	40%	7	21%		
Not Upheld	7	50%	55	35%	9	26%	20	58%	1	100%
<b>Stage 2 Complaints Investigated</b>	12		1		5		4			
Upheld					2	40%	1	25%		
Partially Upheld	3	25%	1	100%	2	40%	1	25%		
Not Upheld	9	75%			1	20%	2	50%		

### Analysis of the trends

- **Overview**

Overall there has been a slight decrease from last year's total of 272 complaints, to this year's 264. There has been a decrease in Stage 1 complaints, 242 compared to 254 last year. A slight increase has been recorded in Stage 2 complaints, having investigated 22 in 2015/16 compared to only 18 the previous year.

- **Planning**

There was a slight increase in Stage 2 complaints from last year, up to this year's total of 12. Of these, 9 were not upheld, with the remaining three recorded as partially upheld. The three partially upheld complaints highlighted on the failure to communicate, resulting in delays in the planning process.

14 Stage 1 complaints were recorded. 4 were upheld, and 3 partially upheld. The 4 upheld again highlighted failures in communication or delays, whether it be responding to emails or in providing informing to applicants. 3 Stage 1 complaints raised concerns with planning enforcement, all were recorded as not upheld.

- **Street Scene Highways**

The Highways department received a total of 20 complaints. Included was the only Stage 2 investigation recorded against the Street Scene division. This was recorded as partially upheld. It was found that incorrect legislation was quoted within a notice, issued to a resident. Naturally, the notice was revoked.

Of the remaining 19 Stage 1 complaints, only 3 were upheld. These related to resurfacing work to a pavement, communication between departments as to a road closure, and some property damaged caused by a gritting lorry. The remaining 16 complaints were split evenly, with 8 partially upheld and the remaining 8 recorded as not upheld.

### **Refuse, Recycling & Cleansing**

132 complaints were recorded for the department.

47 were upheld, 42 partially upheld with the remaining 43 recorded as not upheld.

Main focus of a large percentage of the complaints related to the weekly bin collection. These could mainly be broken down as regular missed collections, actions of the crew or damage/placement of the food waste bins.

- **Property Services**

5 Stage 2 complaints were received, up from last years' single Stage 2. Two were upheld, citing the standard of work and the lack of communication with the individual tenants. One was not upheld, with the other two partially upheld. One was partially upheld as to the time taken to complete the outstanding work.

4 Building Maintenance Stage 1 complaints were upheld, and a further 12 partially upheld. Lack of communication and delays were the main points highlighted within each individual complaint.

9 further Stage 1 complaints were not upheld.

There were 6 Stage 1 complaints recorded against the Grounds Maintenance department, 4 of which were upheld.

- **Transport and Engineering**

There was a slight increase in the number of complaints received for the department this year, up to 38 from last year's total of 35. 4 complaints were recorded at Stage 2, 1 of which, was upheld.

59% of the 34 Stage 1 complaints were not upheld. 7 were recorded as upheld and a further 7 partially upheld.

A total of 23 complaints related to Parking Services, the issuing of parking fines or staff behaviour.

3 were recorded as upheld, and 4 partially upheld. The remaining 16 were all recorded as not upheld.

5 complaints were recorded for the School & Public Transport and one for Fleet Management. All were at Stage 1, and all were not upheld.

Compliments	Planning	Street Scene	Property Services	Transport & Engineering	Cross Division
Compliments received per division	26	95	53	35	1

### Analysis of the trends

- **Planning**

*'It has not been the easiest of situations to deal with, thank you for all the help you have provided'.*

*'Thank you for the way you explained to me in a simple way outline planning application'*

*'Just to say thanks in helping to get us such a quick decision. Much appreciated'*

*'.....a very positive meeting I had with an excellent officer in Llanelli'.*

*'Thanks for all your assistance in getting the first phase of the Wales Air Ambulance scheme'.*

The top four are compliments received following contact with the planning department. The bottom is a compliment received by the Building Control team.

- **Street Scene - Highways**

Facebook comment thanking the Authority for *'keeping roads accessible'* during winter storms.

*'Big thanks for the Highways maintenance crew who are out in all weathers....'*

*'Reacting positively to potential flooding, appreciates the organisation and proactive approach'*

#### **Refuse, Recycling & Cleansing**

*'Thank you for your prompt action following my report of an overflowing litter bin'.*

*'Thank you for organising and collecting the rubbish, and recycling throughout the year'*

*'Thank you to the teams for their hard work during the very wet weather, appreciated greatly'*

#### **Street Lighting**

*'Thank everyone involved with fixing the light outside my house, so quickly'.*

- **Property Services**

*'He was extremely helpful and made a very bad situation a lot easier'* - Out of hours plumber

*'The workmen who attended to repair the faulty lock were very friendly and polite'.*

*'Compliment the gentleman who did a great job fixing the fence. He was very helpful and polite'.*

The following were received by the Grounds Maintenance team;

*'I would like to thank the council for planting up wild flower beds around Llanelli, so uplifting'.*

*'Parc Howard Acssoc would like to express their thanks & gratitude for the hard work and effort'*

*'Please pass on my thanks for felling the unsafe tree in Burry Port park'.*

- **Transport and Engineering**

*'I just wanted to thank you for your time and patience'* Consultation re Speed Limits

*'Thank the Traffic Manager for his assistance and patience regarding a scaffolding issue'.*

*'Thank you for the completion of the amended work on the Traffic Calming Measures'.*

*'Thank you for kindly sparing the time to advise me on the possibilities'* Brown Sign enquiry

*'Thank you for your support & efforts in building such a strong working relationship'* –Roads Policing

## 9.6 Cross Departmental

Complaints	Cross Departmental	
Stage 1 Complaints Investigated	6	
Upheld	1	16%
Partially Upheld	2	34%
Not Upheld	3	50%
Stage 2 Complaints investigated	0	
Upheld		
Partially Upheld		
Not Upheld		
<b>Analysis of the nature of complaints and the trends</b>		
<p>Four of the cross departmental complaints received related to issues concerning building / maintenance work being carried out to Council Houses. They therefore involved elements of concern about Housing and Environment Departments. One was upheld, one partially upheld and two were not upheld. We agreed to clean carpet and compensate for frozen food that had been lost in the complaint that was upheld.</p> <p>The other complaint required clarification around food waste bin liners and also a concern over a highway defect. It was not upheld.</p> <p>One complaint concerned Data Protection issues relating to a Planning case. This was partially upheld.</p>		
<b>Compliments</b>	5	
<b>Analysis of the trends</b>		
<p>Thanks were received for the way a Housing Repairs request was logged by the Contact Centre and then carried out by the Property Services Division.</p> <p>The Foods Standards Agency acknowledged the work of the Public Protection and Legal teams taking positive action against food establishments serving food contaminated with other food stuffs. A compliment was received for the way a request for verge cutting was carried out quickly (Contact Centre and Highways).</p> <p>The Freedom of Information and Animal Health Teams received a compliment following a request for information “...a comprehensive and thorough response. I really am tremendously grateful for all your assistance with this... I am very impressed with the detail...”</p> <p>The Authority was complimented for the work it does to support Carmarthenshire’s Carers and also work carried out to support women who are at risk of losing their children and / or in court proceedings, focussing on “prevention, innovation and early intervention”</p>		