



**Complaints and Compliments Report
Half Year
April - September
2016/17**

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Scrutiny Guidance Note

Committee	Please refer to these sections of the report specifically:
Community	9.4 Leisure Housing 9.5 Planning Property Services
Environment & Public Protection	9.4 Public Protection 9.5
Social Care & Health	9.4 Adult Safeguarding & Improvement Primary, Community & Social Care Mental Health & Learning Disabilities
Education & Children's Services	9.2
Policy & Resources	9.1 9.3

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 2016 – September 2016

SERVICE	Stage 1				Stage 2			
	No. of Complaints responded to ¹	No. receiving a full response within allocated time period ²	No. receiving a full response after allocated time period ³	No. of Complaints responded to	No. receiving a response within allocated time period ⁴	No. receiving a response after allocated time period		
Chief Executives	7	7 100%	0 0%	0	0 0%	0 0%		
Education & Children's Services (excluding Statutory Complaints)	18	9 50%	9 50%	3	1 33%	2 66%		
Corporate Services	15	15 100%	0 0%	0	0 0%	0 0%		
Community Services (excluding Statutory Complaints)	52	34 86%	18 35%	6	5 83%	1 17%		
Environment	167	98 59%	69 41%	4	0 0%	4 100%		
Cross Departmental Issues	2	1 50%	1 50%	1	0 0%	1 100%		
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities ⁵	19	4 21%	15 79%	1	0 0%	1 100%		
TOTAL	280	168 60%	112 40%	15	6 40%	9 60%		

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

² 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

³ Any complaints which have been investigated and responded to outside the allocated time period

⁴ 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

⁵ These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

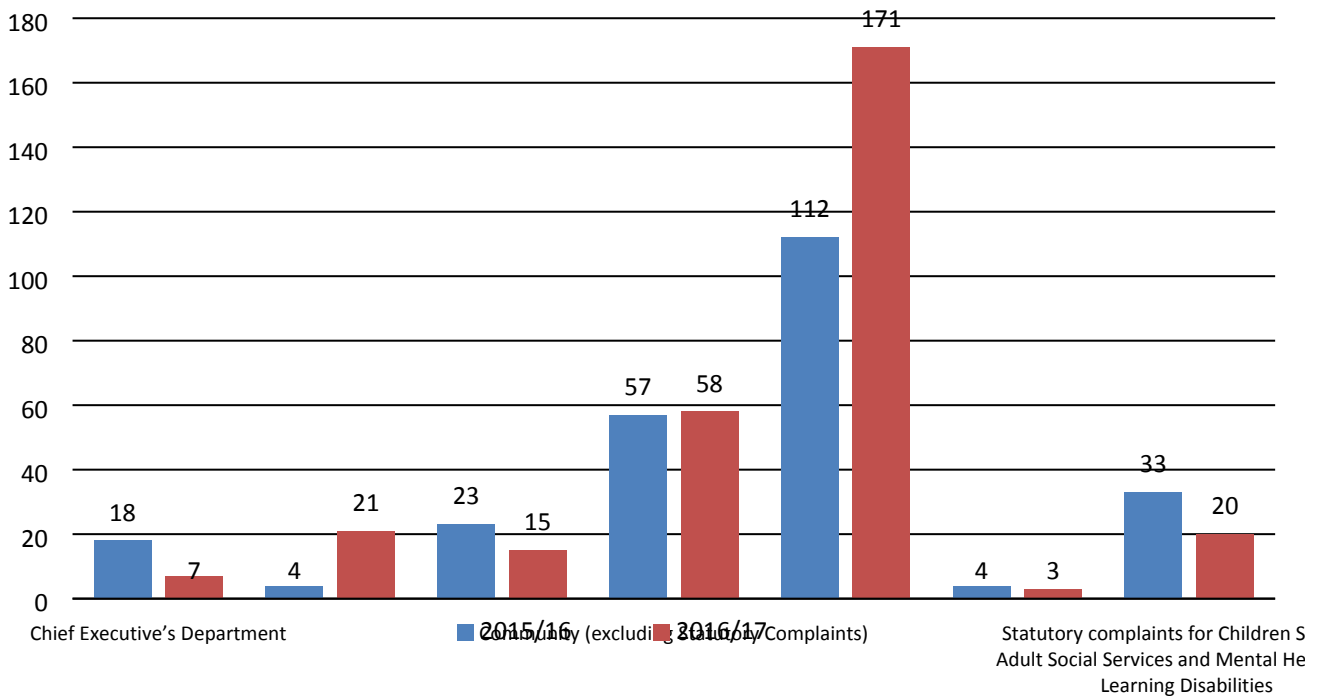
4. Summary of complaints

- The Authority investigated and responded to 295 complaints during the first half of 2016/17, compared to 251 during the same period for 2015/16.
- Overall, 59% of cases received a response within the allocated time period, compared to 66% for the same period last year.

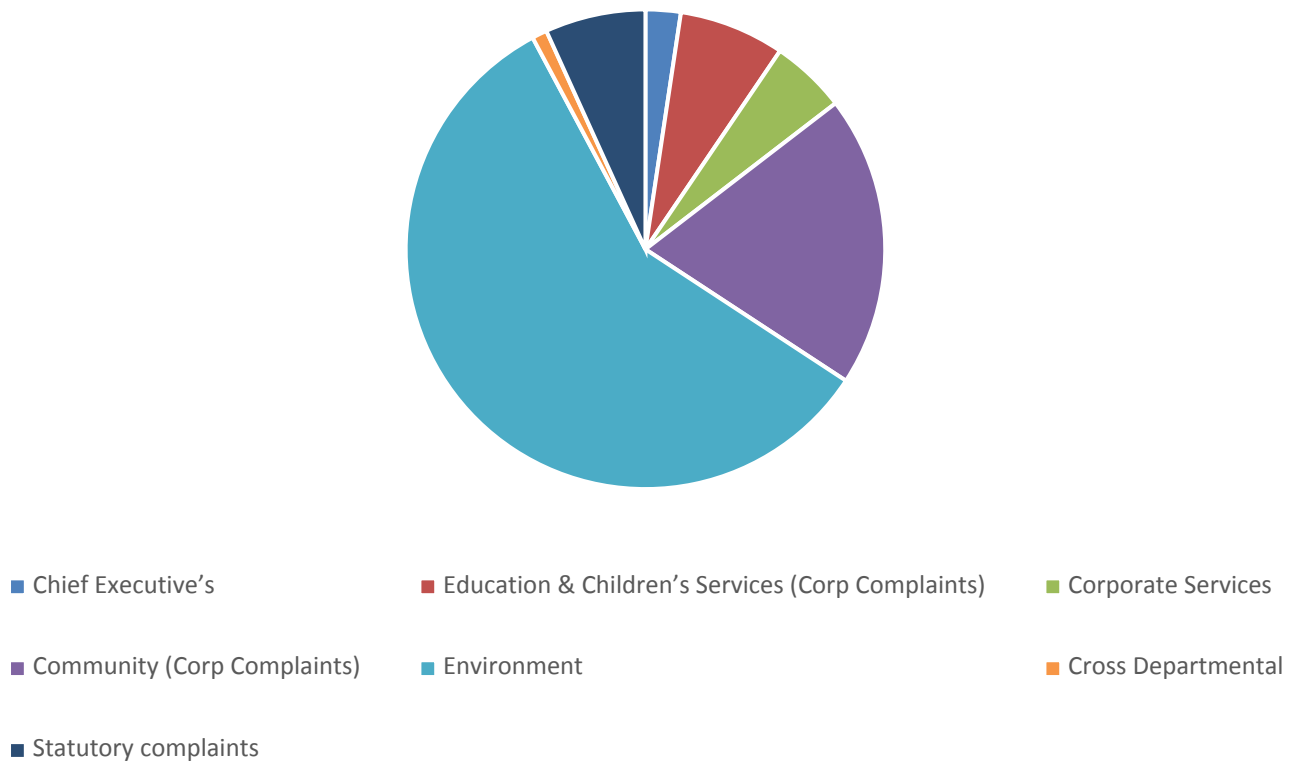
Department	Total No. of complaints received
Chief Executive's Department	7
Education & Children's Services (excl Statutory Complaints)	21
Corporate Services	15
Community Services (excluding Statutory Complaints)	58
Environment	171
Cross Departmental	3
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	20
Total	295

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

Number of Complaints investigated & responded to during Q1 & Q2 2016/17 compared to 2015/16



Complaints by Department 2016/17



5. Redirected Communication

The Complaints Team also addressed a further **308** “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.

Department	Total No of Redirected communication received
Chief Executive’s Department	16
Education & Children’s Services	19
Corporate Services	10
Community Services	90
Environment	156
Cross Departmental	13
External Providers	4
Total	308

6. Complaints with any equalities or Welsh language issues

During the first half of 2016/17 we received five complaints which involved specific Welsh language issues (Education & Children's Services 1, Communities 2, and Environment 2)

We did not receive any complaints which specifically concerned Equalities issues during Quarters 1 and 2 of 2016/17

7. Complaints determined by the Ombudsman

	Concluded by Ombudsman 2016-17 (quarters 1 and 2)	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	1	0	0	0	1	0	0
Resources	0	0	0	0	0	0	0
Community Services	6	0	0	1	1	4	0
Environment	10	2	0	2	4	2	0
Cross Departmental Issues	1	0	0	0	0	1	0
Total	18	2	0	3	6	7	0

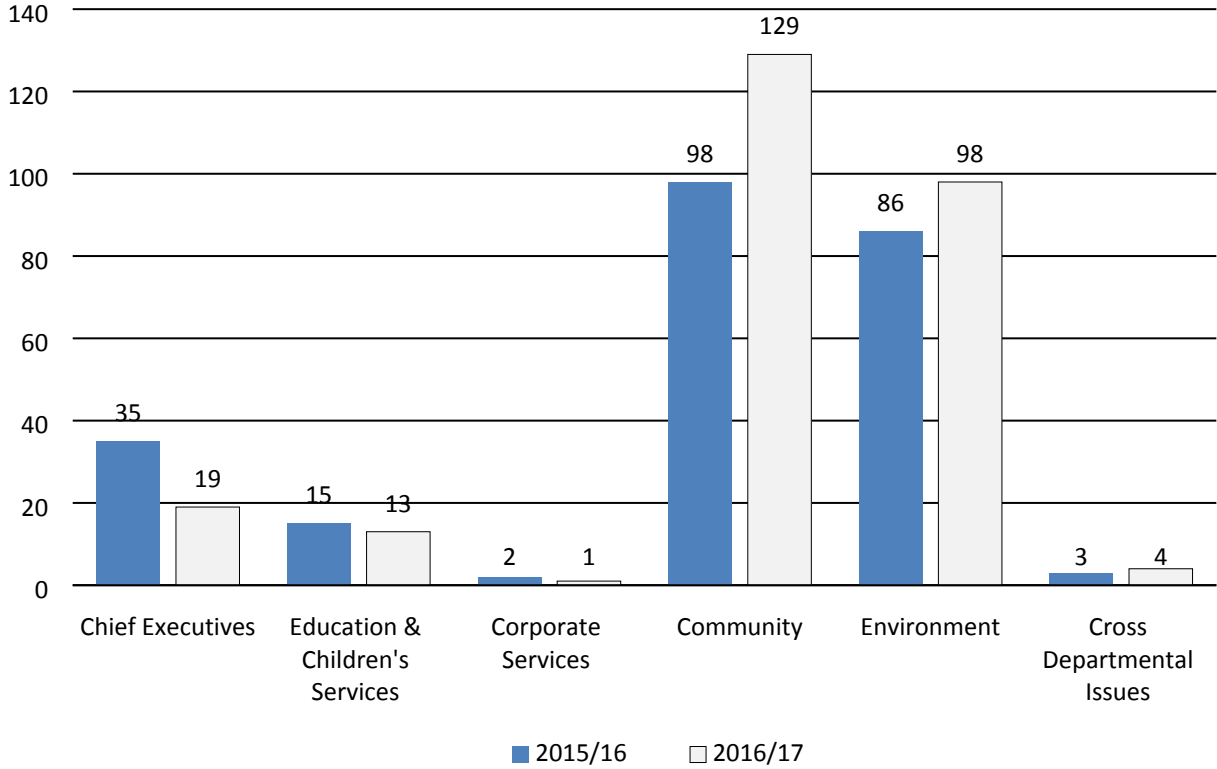
8. All Departments Compliments

Service	No. of compliments received
Chief Executives	19
Education & Children's Services	13
Corporate Services	1
Community Services	129
Environment	98
Cross Departmental Issues	4
Total	264

- The Authority received 264 compliments during the first half of 2016/17, compared to 239 for the same period in 2015/16.

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

Number of compliments received during Q1 & Q2 2016/17 compared to 2015/16



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	6		0		1		0	
Upheld	4	67%	0	0%	0	0%	0	0%
Partially Upheld	2	33%	0	0%	1	100%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%
Stage 2 Complaints investigated	0		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	0	0%	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 a delay in acknowledging and addressing a request for a death certificate for family history purposes.

A complaint was partially upheld for the Administration and Law section. It was acknowledged that a conversation could have been handled more effectively.

Customer Services apologised to a complainant who felt customer care was lacking. They were reassured that staff receive ongoing training on such matters. One complaint was upheld regarding the advice given surrounding a Council Tax enquiry. The Council Tax team advised that they would review the case and offer any additional guidance / training that may be required to their Customer Service Centre colleagues.

One complaint regarding the Contact Centre was upheld. An apology was given after the agent misinformed the caller regarding the details of an imminent visit from a Building Inspector. A new appointment was arranged for the tenant as soon as possible. One complaint regarding the Contact Centre was partially upheld. The complainant felt that the call handler was not as helpful as they could have been.

Compliments	Regeneration and Policy	IT
Compliments received	18	1

Analysis of the trends:

- Registrars received four compliments about the way in which they conducted wedding ceremonies *"...you made the ceremony so special...you made everything so personal", "what an absolute pleasure it was to have you there... You really did make the most important part of our day very, very special"*
- The *"excellent work"* of the Electoral Services Manager and her team was commented upon by a candidate

“Always well briefed, courteous & professional... The process was conducted very efficiently”

- The Complaints Team were thanked for assistance given to members of the public *“Thanks for your time, I really appreciated you looking into this for me”, Thank you so much. That is very helpful”*
- The Communications Team were complimented for work carried out on the Discover Carmarthenshire Website *“congratulate your department on changing the system for the better”*
- Compliments were received in relation to the manner of the staff working in the Customer Service Centres. *“very professional, compassionate & helpful in dealing with my enquiry, excellent service”, I felt that she gave me the time to deal with the query properly instead of fobbing me off”*
- Contact Centre staff were also complimented on the way they addressed matters for the public. *“Excellent Customer Service”, “prompt action by Contact Centre agent”*
- IT received a compliment for the support they provided during the election process *“Give them a pat on the back for their efforts before and during the Election process”*

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

	Children Services		Governance & Inclusion		Strategic Development		School Modernisation	
Stage 1 Complaints Investigated	11		8		2			
Upheld	1	9%	3	37%				
Partially Upheld	3	27%			1	50%		
Not Upheld	7	64%	5	63%	1	50%		
Stage 2 Complaints Investigated	2		1				1	
Upheld								
Partially Upheld			1	100%			1	100%
Not Upheld	2	100%						

Analysis of the nature of complaints and the trends

- There has been an increase in complaints for Education & Children Services in comparison to the same period last year, up from the previous 9 complaints to this year's half year total of 25.
- 13 Children Services complaints are recorded, an increase from last year's 5.
- Education Services complaints have increased to 10 complaints, from a total of 3 for the equivalent period last year.
- Strategic Development received an additional one complaint, from last year's single complaint.
- Included in the Children's Services complaints were 2 Stage 2 Investigations, looked at by an officer independent from the Authority. Both were found to be not upheld. Of the 11 Stage 1 complaints, only 1 was found to be upheld. Concerns were raised by parents as to a report produced by a social worker. 7 were not upheld, and the remaining 3 were recorded as partially upheld.
- There were 2 Stage 2 complaints recorded for Education Services. One recorded against the Additional Learning Needs team as to the delivery of a child's statement for school. Elements of the complaint were partially upheld. The other stage 2 was recorded against the School Modernisation team. Issue's surrounding security lights. Again elements were partially upheld. 5 of the remaining Stage 1 complaints were not upheld.
- Of the two Strategic Development Stage 1 complaints, one was partially upheld and the other recorded as not upheld.

Compliments	Children Services	Improvements & Skills	Strategic Development	Governance & Inclusion
Compliments received	8	1	3	1

Analysis of the trends

- There has not been any significant difference in the numbers of compliments received. This half year's total of 13 is slightly down on 15, for the same period last year.
- Compliments for Children Services related to the following areas :
 - Children in Need & Looked after Children – *'I'm thankful for your understanding, kindness, patience & love for your work. Keep making a difference'*.
 - Children with Disabilities – *'You have been my rock in my darkest hour. With your dedication & right intervention she has strived....'*
 - Children with Disabilities – *'Thank you for everything you have done for our family'*
 - Support Services (Family, Childcare, Play) – *'..staff show this commitment to others irrespective of age or gender. It's a great example.'* Relates to a Llys Caradog Residential Childcare Officer.
- Compliments for Education related to the following:
 - Governance and Inclusion – *'Thank you for preparing pupil data for us, this will save us a lot of time'*
 - Improvement and Skills – *'I cannot thank you enough for your support'*

9.3 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
Stage 1 Complaints Investigated	15		0	
Upheld	3	20%	0	0%
Partially Upheld	1	7%	0	0%
Not Upheld	11	73%	0	0%
Stage 2 Complaints Investigated	0			
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	0	0%	0	0%
Analysis of the nature of complaints and the trends				
<ul style="list-style-type: none"> 15 complaints were received for Financial Services. <p>Five complaints related to Council Tax. One complaint, relating to a delay in processing a Council Tax refund, was upheld. An apology was provided. It was a busy time of year, which meant payment took longer than usual. A second complaint was partially upheld. This complaint related to recovery action continuing for a payment which had been partially made.</p> <p>Ten complaints were received regarding Benefits, 2 of which were upheld. Two complaints related to incorrect documents being sent out. Apologies were provided and improvements are being made to processes to ensure it doesn't happen again.</p>				
Compliments	Financial Services			
Compliments received per division	1			
Analysis of the trends:				
<ul style="list-style-type: none"> <i>"Having good people working for you is a tremendous support - I'd class her as one of the best!"</i> – praise given to Financial Services for the support provided when setting up Shop Mobility 				

9.4 Community Services Department including Statutory Complaints Procedure (Covering Adult Social Care, MHL D)

Complaints	Cross Divisional		Primary, Community & Social Care		Mental Health & Learning Disabilities		Public Protection		Housing		Leisure	
Stage 1 Complaints Investigated	1		20		4		1		21		21	
Upheld	0	0%	3	15%	2	50%	0	0%	4	19%	9	43%
Partially Upheld	0	0%	12	60%	0	0%	1	100%	5	24%	5	24%
Not Upheld	1	100%	5	25%	2	50%	0	0%	12	57%	7	33%
Stage 2 Complaints investigated	0		0		0		1		3		2	
Upheld	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%
Partially Upheld	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%	2	66%	1	50%

Analysis of the nature of complaints and the trends

Primary, Community and Social Care

Three complaints were upheld. An apology was given regarding an assessment for Direct Payments. There had been a delay in updating the client and a report had detailed her name incorrectly. A reassessment was offered to ensure all details were correct. Concerns were raised by a mother regarding assistance to care for her children. She was thanked for highlighting where planning and dialogue between Adults and Children's Services could be strengthened. A complaint against Careline was also upheld. It related to difficulty getting through on a Saturday to report flooding. An apology was given, as well as assurances that staffing levels would be reviewed, where possible, as times of inclement weather.

Twelve complaints were partially upheld. Concerns included the availability of respite care, a delay in carrying out an assessment, the a delay in addressing a Blue Badge application, being unhappy with way care was provided in a care home, the level of support provided to assist with the hospital discharge process, outstanding queries regarding financial assessments, level of communication between Social Worker and client's family and poor time keeping from carers.

Mental Health and Learning Disabilities

The two complaints that were upheld related to the Transition Team. The firsts concerned general contact and advice given by the team. An apology was given and issues around communication were acknowledged. The second complaint raised concerns with a telephone conversation with a Social Worker. An apology was provided and concerns were discussed with those involved.

Public Protection

The partially upheld complaint related to waste which had been left in a rear lane. Unfortunately, there appeared to have been a failure for information to be passed internally in order that the matter could be addressed. The Stage 2 complaint that was upheld concerned a privately owned septic tank. It was acknowledged that, with hindsight, the matter could have been dealt with differently, which may

have brought the matter to a conclusion more swiftly.

Housing

There were three complaints recorded at Stage 2. Of these, one was partially upheld, due to a delay in communication between the department and the complainant. The remaining two were both found to be not upheld.

21 Complaints were recorded at Stage 1, with only 4 found to be upheld. Communication issues between relevant teams and tenants, and the lack of bilingual signage at a sheltered housing were the concerns raised. 12 complaints were recorded as not upheld.

The remaining 5 complaints all had elements which led to each being recorded as partially upheld. These ranged from a delay with a bond payment to varying communication issues.

Leisure

Two Stage 2 complaints were received, both in relation to Pembrey Country Park. A concern as to the booking procedures for the onsite camping facilities was upheld. The additional complaint was not upheld.

9 of the remaining 21 Stage 1 complaints were recorded as upheld. They ranged from difficulties at a Leisure centre while booking the gym, refreshment facilities at Pembrey Country Park, and an error in legislation, quoted by the Countryside Access team. It has now been corrected and the legal position has been clarified. 5 complaints were recorded as partially upheld, with the remaining 7 all not upheld.

Compliments	Primary, Community & Social Care	Mental Health & Learning Disabilities	Cross Divisional	Public Protection	Housing	Leisure
Compliments received	37	6	1	5	23	57

Analysis of the trends

Primary, Community and Social Care

"Thank you for all the care, attention, help and encouragement... you built up my confidence...thanks for your patience and support" – convalescence beds

"superb service... thanks for supplying the form so quickly, checking the progress and confirming the application was successful" – Blue Badge team

"Carers were outstanding - excellent and he is sincerely grateful to them" – Internal Carers

"It has been a difficult case. You have been very professional" – Social Work Team

"My Uncle was very pleased with the care team that you arranged to come in to help him" – Social Work Team

Thanks were received for the recent help provided by Careline when a lady fell. She appreciated how quickly help was arranged.

Mental Health & Learning Disabilities

"Please compliment the Staff at Llys Arthur...for the Care and diligence in support"

"He has helped me so much...kind, supportive & very understanding. Thanks for all that you do" – Substance Misuse team

"Thanks you for all your help, compassion & professionalism over the past months" - Substance Misuse team

Cross Divisional

"It serves as a wonderful model of how life should be. Never been to a place so well thought out!" - Coleshill Centre Very Well Designed For Disabled

Public Protection

"The report is well-structured, comprehensive & an example of best practice" – Welsh Government feedback on Local Air Quality Management Progress Report

"I am very grateful for your intervention" – assistance provided with noise pollution matter

Housing

'Just wanted to thank you for your help in the beginning and for getting Gwalia Care to contact me' – Housing Officer

'Over the moon that we have helped with prevention fund and am grateful for all the Council's help' – Housing Options

'I felt you have treated me fairly, with kindness and respect' - Housing Options

'Many thanks to you and the team for acting so swiftly to help re-house the family' – Housing Options

'Her attitude and pro-active work ethos was fantastic – Homelessness Officer's support to a prison leaver.

Leisure

Great customer service, helpful staff, excellent facilities and lovely coffee'- Llanelli Leisure Centre

'Thank you for your support leading up to the event, and the day itself' – Mini Olympic Event

'What a wonderful day we had in Wales, one of the highlights of our 3 week tour' – South African touring party's visit to Laugharne, and the Boathouse.

'Excellent to deal with you and your professionalism, and friendly approach' – Pembrey Country Park

'Many thanks. I can see it's been done today, excellent work' – Rights of Way Team

'I would like to express our appreciation of the help we received from Carmarthen Museum'

9.5 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering	
Stage 1 Complaints Investigated	9		110		32		16	
Upheld			53	48%	20	62%	5	31%
Partially Upheld	6	66%	24	22%	6	19%	2	13%
Not Upheld	3	33%	33	30%	6	19%	9	56%
Stage 2 Complaints Investigated	2		1				1	
Upheld								
Partially Upheld	1	50%					1	100%
Not Upheld	1	50%	1	100%				

Analysis of the trends

- **Overview**

Overall there has been a significant increase in complaints received for the department, compared to the same period last year, 171 complaints this half year, compared to 104 a year ago. Street Scene complaints have increase significantly to 111 (65 last year), with Property Services also increasing considerably to 32, from last years' 12. Planning complaints have decreased slightly from 15 this time last year, to 11. There remains a handful of Planning complaints nearing completion, which do overlap the cut-off date for this report.

- **Planning**

Both completed Stage 2 complaints were recorded as not upheld. One related to a residents concerns as to the way an Enforcement case had been handled; it included the advice they were given. The other Stage 2 concern was addressed by the Head of Legal Services.

'Handling of correspondence' and *'communication issues'* are highlighted within 5 of the 6 partially upheld complaints. The 3 remaining complaints, one of which concerned the Carmarthenshire LDP, were found to be not upheld.

- **Street Scene - Highways**

The Highways department received a total of 9 complaints, all recorded at stage 1. This figure has fallen from the 20 received during the equivalent period last year.

Two were upheld, one of which concerned the time taken to complete the maintenance of a road, and the inadequate signage which initially was in place. Two were partially upheld, with the remaining 5 recorded as not upheld.

- **Street Scene - Refuse, Recycling & Cleansing**

95 complaints were recorded for the department. 49 were upheld, 21 partially upheld with the remaining 25 recorded as not upheld.

The issues raised addressed various subjects such as the poor quality of garden waste sacks, litter being left behind after the refuse collections and damage caused to green food waste bins. There were a handful of complaints where collections were made early, therefore not abiding to advertised Bank Holiday collection days. The behaviour of individual crew members has also been highlighted in residents' complaints.

- **Street Scene – Remaining Complaints**

There were 6 other Stage 1 complaints. Issues highlighted covered a delay surrounding the removal of an abandoned vehicle and the cleanliness of public toilets. 2 of the 6 were recorded as upheld. Street Scene's only Stage 2 complaint was recorded as not upheld. A complaint re drainage issues.

- **Property Services**

9 of the 32 stage 1 complaints concerned delays with work being undertaken at council properties. Of these, 7 were upheld, and the remaining 2 partially upheld. Damage caused to property by contractors and employees were the focus of 4 complaints. 3 of these were upheld and the other, partially upheld. Lack of contact, or communication from the Authority to tenants is a theme in several complaints. Tenants having to contact the Authority a number of times as to the same concern. Overall 20 complaints were upheld, 6 partially upheld and the remaining 6 were not upheld.

- **Transport and Engineering**

2 of the 5 Parking Services complaints were upheld. One concerned the issue of a residents parking badge, and the second was in relation to an appeal for a parking fine. An administration delay, due to staff sickness was found to be at fault.

There were 4 Stage 1 and a single Stage 2 complaint recorded for Traffic Management. The Stage 2, *Traffic Calming Measures*, was recorded as partially upheld. This was due to a minor technicality highlighted by the complainant. One speed ramp was to be reshaped slightly.

None of the 4 School or Public Transport complaints were upheld.

The Engineering Design Team received 3 complaints. 2 were not upheld, with the remaining one, in relation to '*contractors lights on the site of a new school*', recorded as upheld.

Compliments	Planning	Street Scene	Property Services	Transport & Engineering	Cross Division
Compliments received per division	9	46	13	29	1

Analysis of the trends

- **Planning**

'Thank you for keeping me informed throughout. I am very grateful to you' – Enforcement
'Thank you for the professional way you gave information about the planning application'
'Rang the planning office, and encountered the most charming, helpful person ever'
'Excellent service that has been provided to us by the Principal Building Control Surveyor'
'Thank you for the very fast response to our request' – In relation to a planning enquiry.

- **Street Scene - Highways**

'Compliment the team for their prompt response to my concern regarding the manhole cover'
'I am grateful for the swift attention to the pothole, only reported two days ago'
'Team extremely helpful & obviously knowledgeable in this area, and of the work required'
'Thanks to the inspector who arranged the repair of the paving slab outside my property'

Refuse, Recycling & Cleansing

'Bin men always jolly & helpful. We appreciate all that you do'.
'Very polite & extremely helpful. Please pass on my thanks'
'Thank you for your kindness & thoughtfulness' – Assistance when elderly resident had fallen.
'Thanks to the crew who cleared the litter & black bags this morning from the lane'

Street Lighting

'Say a big thank you to the street lighting department as they have done a great job'

Environmental Enforcement

'Would like to say thank you for getting the abandoned car removed so quickly'

- **Property Services**

'They were wonderful. I can only praise the Council' – Roofers' prompt response in bad weather.
'Thank the voids officer for his assistance in resolving my heating problems'.
'He is a professional young man who you should be proud to have in your team'. Building Inspector
'All workmen have been considerate and friendly whilst doing the work'. Tenants new roof
'Impressed with the efficiency, swiftness & excellent quality of work from the team' - The Hub

- **Transport and Engineering**

'Installation of the two bollards has made the area around the ditch much safer. Thank you'
'Appreciate personal input managing this project & I sincerely thank you'
'Confident that the Road Safety Works will contribute greatly to the safety of pedestrians'
'Skills learnt during the Dragon Rider Course will lead to safer, and increased riding pleasure'

9.6 Cross Departmental

Complaints	Cross Departmental	
Stage 1 Complaints Investigated	2	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	2	100%
Stage 2 Complaints investigated	1	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	1	100%
Analysis of the nature of complaints and the trends		
<p>None of the Cross Departmental complaints were upheld / partially upheld.</p> <p>One of the complaints raised related to Planning Enforcement and Legal matters, one concerned missing Blue Badge documents that had been handed in at The Hub and the other referred to correspondence which had been sent to a number of sections within the authority.</p>		
Compliments	4	
Analysis of the trends		
<p>The Freedom of Information, HR and Accountancy teams were praised for the work carried out on a request for data: <i>"Comprehensive and detailed response to our request - it is very gratefully received"</i></p> <p><i>Thanks for support given by Museum Service & Grounds Staff - very helpful" - Parc Howard Summer Family Event</i></p> <p><i>"Enthusiastic assistance given - staff could not have been more helpful with the preparations - Queen's 90th Birthday Celebrations</i></p> <p>Thank were passed on to a Housing Officer & Building Inspector for their <i>"Courteous manner....constructive efforts to help us whilst adhering to council policies & rules"</i></p>		