

Addendum 3



**BRENTWOOD
BOROUGH COUNCIL**

**Members Working Group
Formal Complaints
April – September 2017**

Brentwood's Formal Complaint Process

1. Stage one - Officer from service replies in 20 working days
2. Stage two – Senior Officer from service replies in 20 working days
3. Stage three – Senior Officer from another service replies in 20 working days
4. Local Government Ombudsman/Local Government Housing Ombudsman



Brentwood's Formal Complaint Process

Does it work?

Enhancing quality of life in Brentwood
www.brentwood.gov.uk

Formal Complaints received

Department	2013/14	2014/15	2015/16	2016/17
Assets	0	2	0	1
Customer Service	0	0	0	1
Community Services	0	0	0	2
Governance	0	0	1	1
Housing	10	11	32	30
Health, Safety & Localism	0	1	1	0
Legal	3	0	2	1
Planning	10	4	23	13
Revs & Bens	9	2	12	9
Streetscene	1	3	5	3
Total	33	23	76	61

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Formal Complaints received April to September 2017

Department	April – June 17	July – September 17
Customer Service	0	1
Env Health & Licensing	0	1
Housing	9	15
Parking	0	1
Planning	1	6
Revs & Bens	4	4
Streetscene	1	2
Total	15	30

Formal Complaints - April to September 2017

Customer Service



No	Complaint	Outcome
1	Failure to properly register garden waste bin renewal	Upheld

Formal Complaints - April to September 2017

Env Health & Licensing



No	Complaint	Outcome
1	Mishandling of neighbour complaint	Ongoing

Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
1	No response to various contact re works to property	Upheld
2	Conduct of Leasehold Officer	Not upheld
3	Handling of homeless application	Not upheld
4	No response from Repairs department re adaptations	Upheld
5	No response after numerous attempts to contact Housing department	Upheld

Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
6	No response to numerous enquiries re mess in neighbouring gardens	Upheld
7	No response to various contact re replacement kitchen floor	Upheld
8	Condition of property after moving in	Not upheld
9	No response action taken re condition of neighbouring garden	Part upheld
10	Delays and lack of communication re repairs for disabled tenant	Not upheld

Formal Complaints - April to September 2017 Housing

No	Complaint	Outcome
11	Request for compensation for damage caused by leak at neighbouring property	Not upheld
12	Property left in disrepair after tenants vacated, which resulted in loss of value when property was sold (complainant rented private property to Council)	Not upheld
13	Persistent contact from Estates Management Team after an arrears arrangement had been agreed	Part upheld
14	Failure of Estates Management to contact complainant regularly re neighbour issues & conduct of Housing Manager during a telephone call	Not upheld
15	Delay & loss of documents in relation to a request for a bath	Not upheld

Formal Complaints - April to September 2017 Housing



No	Complaint	Outcome
16	Incorrect information provided by Leasehold Officer	Not upheld
17	No contact made between Feb 2017 & Aug 2017 re Housing Application	Upheld
18	Handling of ASB complaint	Not upheld
19	Difficulty contacting Housing department and loss of documents	Upheld
20	No response to several telephone calls and poor advice given re Section 21	Part upheld

Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
21	No response to various contact re replacement doors	Part upheld
22	Mishandling of housing application and lack of support provided by front line staff	Part upheld
23	Poor handling of homeless application despite serious mental health issues	Ongoing
24	Mishandling of ASB complaint	Not upheld

Formal Complaints - April to September 2017

Parking



No	Complaint	Outcome
1	No response from BBC to enquiry re use of Disabled bays	Upheld

Formal Complaints - April to September 2017

Planning



No	Complaint	Outcome
1	Lack of acknowledgment to numerous objections and querying why decision did not go to committee	Not upheld
2	Case Officer's failure to address neighbour concerns, lack of consultation with neighbours and unsatisfactory response to written correspondence	Ongoing
3	Handling of planning application and inadequate contact from department	Ongoing
4	Maladministration of enforcement of conditions	Not upheld
5	Delays in validating application and use of old contact details without authority	Part upheld

Formal Complaints - April to September 2017 Planning



No	Complaint	Outcome
6	Several complaints relating to handling of planning application and neighbour objections	Not upheld
7	Delays and conflicting advice between a pre application and certificate of lawfulness	Part upheld

Formal Complaints - April to September 2017

Revenue & Benefits



No	Complaint	Outcome
1	Lack of response to Housing Benefit claim from Jan 2017 – Apr 2017	Not upheld
2	Poor advice and explanation of DD deductions by telephone	Upheld
3	No response to emails sent to Revs & Bens Manager	Upheld
4	Delays in processing Council Tax overpayment	Upheld

Formal Complaints - April to September 2017

Revenue & Benefits



No	Complaint	Outcome
5	Lack of response in relation to court summons	Upheld
6	No response received to emails sent to benefits inbox and failure to explain benefit reduction	Part upheld
7	Continued recovery action after promise it had been halted while missing payments were located on bank statement	Part upheld
8	Inadequate process for setting up DD, which resulted in second reminder being issued	Upheld

Formal Complaints - April to September 2017

Streetscene



No	Complaint	Outcome
1	Failure by crew to clear up after recycling collection and failure to return despite reporting the mess	Part upheld
2	Lack of response to multiple reports concerning Larkins Playing Field	Part upheld
3	Seeking reimbursement for personal trolley that was taken during refuse collection	Upheld – complainant accepted a Council bin as a replacement