



Members Working Group Formal Complaints Q3 2018/19

Oct-Dec 2018

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

Current policy has been reviewed and was approved at Resource & Governance Committee in October.

Main changes:

- Reduced to two stages
- Response times reduced to 10 working days (Stage 1), and 15 working days (Stage 2)
- Introduced supplementary 'Unreasonable and Persistent Behaviour' Policy
- To be implemented from April 2019

Enhancing **quality** of life in Brentwood

www.brentwood.gov.uk

Formal Complaints received annually

Department	2013/14	2014/15	2015/16	2016/17	2017/18
Assets	0	2	0	1	1
Customer Service	0	0	0	1	1
Community Services	0	0	0	2	1
Governance	0	0	1	1	0
Housing	10	11	32	30	38
Env Health & Licensing	0	1	1	0	1
Legal	3	0	2	1	0
Parking	0	0	0	0	1
Planning	10	4	23	13	10
Revs & Bens	9	2	12	9	31
Streetscene	1	3	5	3	5
Total	33	23	76	61	89

Enhancing **quality** of life in Brentwood

www.brentwood.gov.uk

Formal Complaints received 2018/19

Department	April – June 2018 Q1	July – Sept 2018 Q2	Oct – Dec 2018 Q3
Assets	0	2	0
Customer Service	3	1	0
Environmental Health	1	0	1
Finance	0	2	0
Housing	10	6	11
Parking	1	0	0
Planning	0	2	3
Revenues & Benefits	9	10	2
Streetscene	6	1	5
Total	30	24	22

Formal Complaints – Oct to Dec 2018

Environmental Health



No	Complaint	Outcome
1	Handling of landlord complaint	Not upheld (Stage 1)

Formal Complaints – Oct to Dec 2018

Housing

No	Complaint	Outcome
1	Handling of homeless application	Not upheld (Stage 1)
2	Believed breach of details relating to garage application	Not upheld (Stage 1)
3	Inadequate electrical works at property and lack of contact from Housing team to resolve	Upheld (Stage 1)
4	Lack of action in relation to excessive ivy at property	Upheld (Stage 1)
5	Dispute over termination date and loss of keys	Ongoing (Stage 3)

Formal Complaints – Oct to Dec 2018

Housing

No	Complaint	Outcome
6	Condition of front exterior of property	Ongoing (Stage 1)
7	Lack of professionalism by caseworker and inadequate information provided to assist homeless situation	Part upheld (Stage 1)
8	Fault on community alarm	Ongoing (Stage 3)
9	Failure to meet homeless duty and no response to contacts	Ongoing (Stage 1)
10	No action taken regarding clearing neighbouring property's garden	Not upheld (Stage 1)

Formal Complaints – Oct to Dec 2018

Planning



No	Complaint	Outcome
1	Behaviour of Enforcement Officer when making site visit	Not upheld (Stage 2)
2	Variation of condition allowed that affects privacy of property	Ongoing (Stage 2)
3	Lack of public information available about the ASELA (Association of South Essex Local Authorities) group	Ongoing (Stage 1)

Formal Complaints – July to Sept 2018

Revenue & Benefits



No	Complaint	Outcome
1	Delays setting up Council Tax for a rental property	Part upheld (Stage 3)
2	Failure to respond to letters within 10 working days	Upheld (Stage 1)

Formal Complaints – July to Sept 2018

Streetscene

No	Complaint	Outcome
1	Frequent missed collections of orange sacks	Part upheld (Stage 1)
2	Frequent missed collections and no response from Manager	Upheld (Stage 2)
3	Frequent missed collections	Upheld (Stage 1)
4	No delivery of recycling sacks and previous missed collections	Part upheld (Stage 1)
5	Frequent missed collections	Upheld (Stage 1)

Local Government/Housing Ombudsman



No	Service	Original Complaint Date	Complaint	Outcome
1	Housing	14.3.17	Damp to property and delayed/ignored responses to previous correspondence	Under investigation
2	Housing	29.11.17	Leaseholder complaint – failure to conduct repairs, boundary dispute, inconsistent information and lack of communication	Under investigation
3	Housing	16.01.19	Lack of assistance provided on sensitive Homeless case	Under investigation

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