

Appendix 1 – Complaints Activity 2023/24

1. Complaints/enquiries activity and performance (based on top 10 complaint areas):

Note – Timeframes are as follows:

- MP and Cllr Enquiry - 10 working days
- Complaint – Timeframes 10 working days (stage 1)

Area	Complaints responded to	% of closed complaints responded within timeframe	Cllr Enquiries Responded to	% of Cllr Enquiries Responded to within timeframe	MP Enquires responded to	% of MP Enquiries Responded to within timeframe	Breakdown of overdue/late cases by issue nature
Waste Management	535	87% (466)	364	96% (349)	8	75% (6)	86 Missed deadlines: <ul style="list-style-type: none"> • 69 Complaints • 15 Cllrs • 2 MP
Repairs	362	96% (348)	218	98% (214)	8	100% (8)	18 Missed deadlines: <ul style="list-style-type: none"> • 14 Complaints • 4 Cllrs
Estates Management	122	83% (101)	279	89% (247)	16	94% (15)	54 Missed deadlines: <ul style="list-style-type: none"> • 21 Complaints • 32 Cllrs • 1 MP
Clean and Green	116	84% (98)	606	95% (576)	8	100% (8)	48 Missed deadlines: <ul style="list-style-type: none"> • 18 Complaints • 30 Cllrs
Housing Solutions	116	84% (98)	200	92% (184)	71	96% (68)	37 Missed deadlines: <ul style="list-style-type: none"> • 18 Complaints • 16 Cllrs • 3 MP

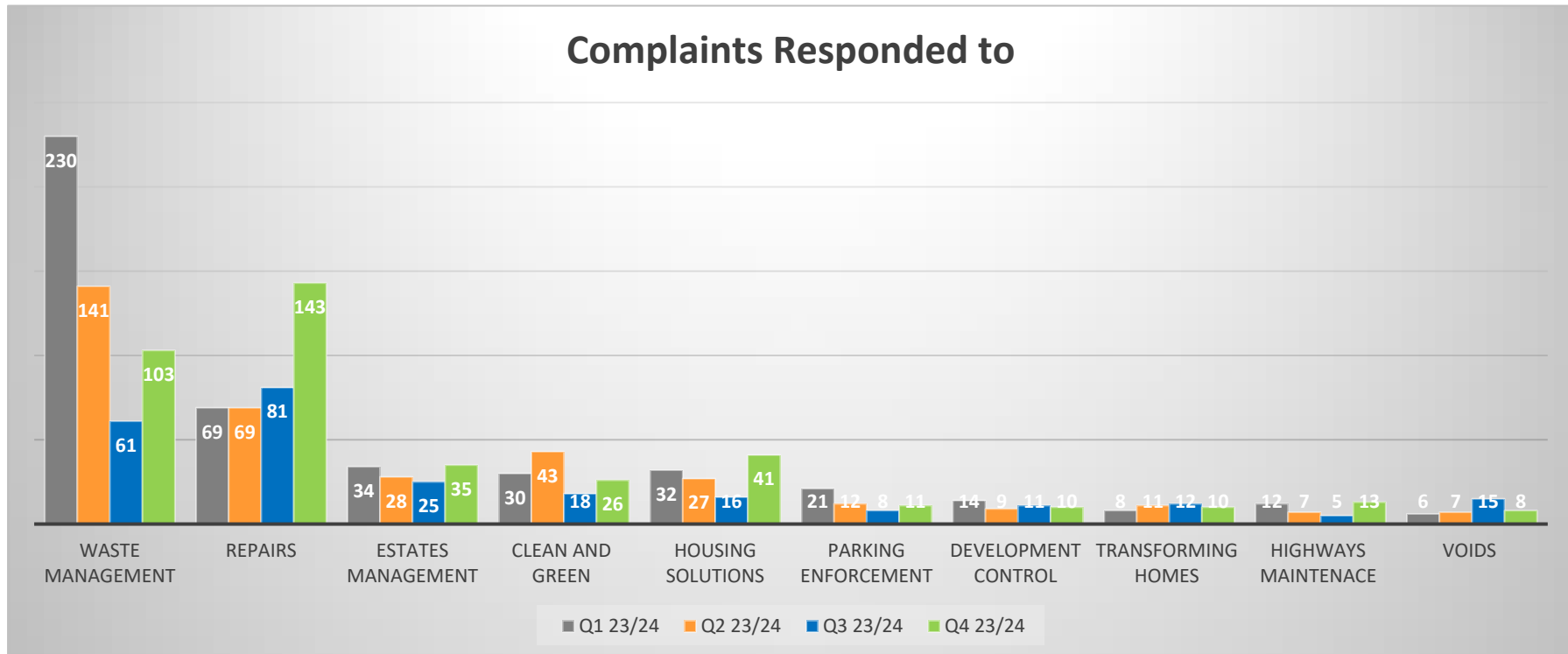
Parking Enforcement	52	92% (48)	170	98% (167)	6	83% (5)	8 Missed deadlines: <ul style="list-style-type: none"> • 4 Complaints • 3 Cllrs • 1 MP
Development Control	44	80% (35)	269	93% (250)	16	75% (12)	32 Missed deadlines: <ul style="list-style-type: none"> • 9 Complaints • 19 Cllrs • 4 MP
Transforming Homes	41	100% (41)	31	100% (31)	6	83% (5)	1 Missed deadline: <ul style="list-style-type: none"> • 1 MP
Highways Maintenance	38	97% (37)	454	98% (447)	13	100% (13)	8 Missed deadlines: <ul style="list-style-type: none"> • 7 Cllrs • 1 Complaint
Voids	36	89% (32)	16	81% (13)	1	100% (1)	7 Missed deadlines: <ul style="list-style-type: none"> • 4 Complaints • 3 Cllrs
Totals							
Note – Totals shown are based on all activity therefore over and above the top 10 areas	1940	87% (1680)	4048	94% (3799)	259	88% (227)	

*** The number of cases overdue will include cases that exceeded the deadline as a result of another service, the below is a breakdown of how many cases for each service area went overdue for this reason:**

- Waste Management – 3 Cllr enquiries and 6 complaints
- Repairs – 4 Cllr enquiries and 7 Complaints
- Estates Management – 3 Cllr enquiries and 1 complaint
- Clean & Green – 8 Cllr enquiries and 3 complaints
- Housing Solutions – 4 Cllr enquiries and 1 complaint

- Parking Enforcement – 1 Cllr enquiry and 2 complaints
- Transforming Homes – 1 MP enquiry
- Highways Maintenance – 3 Cllr enquiries and 1 complaint
- Voids – 1 Cllr enquiry

The chart below shows complaints responded to compared with the previous quarters:



2. Trends based on top 10 areas for complaints/enquiry activity:

Area	Cllr Enquiry Trends	Complaint Trends
Waste Management	<ul style="list-style-type: none"> • Reports regarding missed bins for all waste streams • Reports of bins not being returned to the point of collection • Reports of assisted waste collections not carried out 	<ul style="list-style-type: none"> • Missed collection of bins – all waste streams • Removal of brown bin collections • Assisted waste collections not being carried out • Bins not returned to the point they were collected from • Lack of collection for side waste • Complaints regarding changes to frequency of food/recycling waste collections • Complaints regarding the introduction of a fee for brown bin collections
Repairs	<ul style="list-style-type: none"> • Reports of damp & mould in properties • Reports of blown windows to be actioned for repair • Reports in relation to boiler repairs (leaks or water temperature) • Reports of broken fencing to be actioned for repair 	<ul style="list-style-type: none"> • Delays in actioning or completing works to be carried out by Mears • Delays in actioning or completing works to be carried out by Aaron Services • Reports of overflowing drains • Complaints regarding quality of works • Complaints regarding handling of reports of damp & mould
Estates Management	<ul style="list-style-type: none"> • Reports of fly tips on housing land • Reports of Anti-Social Behaviour 	<ul style="list-style-type: none"> • Concerns regarding caretaking standards • Complaints regarding handling of ASB noise issues • Complaints regarding lack of contact from Housing Officers
Clean & Green	<ul style="list-style-type: none"> • Requests for grass cutting to address overgrown areas • Reports of overflowing litter bins • Reports regarding Cemeteries not being correctly maintained with regards to weeding 	<ul style="list-style-type: none"> • Litter bins overflowing • Grass cuttings not cleared following attendances to cut grass • Complaints regarding a lack of grass cutting and removal of weeds

	<ul style="list-style-type: none"> • Reports of overgrown trees • Reports of fly tipping 	<ul style="list-style-type: none"> • Complaints regarding quality of maintenance at cemeteries • Complaints regarding delays in actioning reports of overgrown trees
Housing Solutions	<ul style="list-style-type: none"> • Requests for updates on Housing Allocations cases • Requests for support with Homelessness cases • Requests for support with overcrowded properties 	<ul style="list-style-type: none"> • Lack of contact or updates from Staff • Time taken to find a suitable property on the housing allocations list • Complaints in relation to suitability of temporary accommodation
Parking Enforcement	<ul style="list-style-type: none"> • Reports of parking contraventions • Questions in relation to issued fixed penalty notices 	<ul style="list-style-type: none"> • Concerns regarding the introduction of fees for parking permits • Concerns regarding the parking permit application process and system not being clear • Reports of technical issues with the website for appealing a PCN • Complaints in relation to the conduct of Enforcement Officers
Development Control	<ul style="list-style-type: none"> • Reports of potential planning breaches • Requests for updates on enforcement cases • Queries in relation to existing planning applications 	<ul style="list-style-type: none"> • Concerns regarding lack of action taken to address planning concerns • Delays in providing updates and responses to contact • Complaints regarding action taken on enforcement cases
Transforming Homes	<ul style="list-style-type: none"> • Requests for updates in relation to transforming homes works 	<ul style="list-style-type: none"> • Concerns regarding timeframes for transforming homes works to be progressed • Concerns regarding quality of works by Wates
Highways Maintenance	<ul style="list-style-type: none"> • Requests for potholes to be repaired • Reports of overflowing drainage • Reports of faded road markings • Requests for pavement repairs 	<ul style="list-style-type: none"> • Concerns regarding state of roads • Delays and lack of updates to attempts to make contact

	<ul style="list-style-type: none"> • Reports of missing drain covers • Reports for street lighting repairs 	<ul style="list-style-type: none"> • Lack of action following reports made via report it page on Council website • Complaints regarding drainage issues
Voids	<ul style="list-style-type: none"> • Reports of repairs for voids properties 	<ul style="list-style-type: none"> • Complaints regarding condition of void properties following residents moving in • Lack of response or update following attempts to make contact

3. Upheld complaints and learning/outcomes based on top 10 areas:

Area	Closed Complaint Volumes	% Complaints Upheld	High level Learning and/or outcomes from upheld complaints
Waste Management	535	70% (374)	<ul style="list-style-type: none"> • Regular toolbox talks held to inform crews of the importance of keeping pathways and driveways clear of bins • Written instructions have been issued to crews due to failures on waste collections, including bins not being collected, failures with assisted collections and/or bins not being returned to the point they were collected from • Crews instructed to ensure any waste that falls from bins is collected using tools provided • Crews informed of the importance of ensuring that any reports in relation to contaminated bins are noted for the correct property • Crews informed to ensure that during the end of day debrief that any issues preventing collection are raised with the Team Managers
Repairs	362	41% (150)	<ul style="list-style-type: none"> • Mears informed of the service standards, with regards to ensuring appointments are managed correctly and in a timely manner, to prevent resident dissatisfaction as a result of delays

			<ul style="list-style-type: none"> • A boundary check spreadsheet has been implemented, to streamline the process for repairs in relation to progressing fencing works • Mears Supervisors have been informed, that emails received are to be reviewed and responded to in a timely manner and that residents are kept updated in relation to any works • Mears staff have been informed that where works are required following attendance, these are raised and progressed in a timelier manner ensuring that residents are also kept updated where required • Aaron services engineers have been informed of the correct process for reporting follow on works. This was also discussed in a toolbox talk • Mears staff informed of the importance of ensuring that their ID badge is worn and visible at all times • Mears staff informed to ensure that when they commit to contacting a resident that this is undertaken. Monitoring for this has been put in place by Mears Contract Managers
Estates Management	122	16% (20)	<ul style="list-style-type: none"> • Staff informed of the need to keep residents updated, with regard to handing over keys for a property move and ensuring that contact from residents is acknowledged, even if no updates are available at the time • Caretaking staff spoken with to ensure they understand the importance of acting in a respectful manner when dealing with individuals • Extra checks have been put in place in relation to decant payments, to ensure that forms are processed promptly, and payments approved within expected timeframes.
Clean and Green	117	39% (46)	<ul style="list-style-type: none"> • It has been made clear to the team responsible for grass cutting, that they must collect and clear cuttings after an attendance • Schedules for clearing litter bins to be reviewed, in order to minimise the occurrence of overflowing bins • Grass cutting team spoken to regarding the importance of remaining on schedule with works • Tree team informed of the importance of ensuring queries are responded to in a timely manner • Staff informed to take more care to ensure that correct responses are issued to online reports

Housing Solutions	116	21% (24)	<ul style="list-style-type: none"> • Staff informed of the importance of ensuring they remain in contact with residents regarding their cases, to ensure residents have clear lines of contact and are kept updated • All staff have been informed of the process for referring residents to Safeguarding if necessary • Senior staff informed that in the event of an Officer leaving and a case of theirs remaining open, senior staff must seek to transfer the case as soon as possible and to communicate this change of caseworker to the applicant • Casework reviews implemented for when concerns are raised regarding lack of contact or updates from officers. This will be monitored and additional training provided where needed.
Parking Enforcement	52	25% (13)	<ul style="list-style-type: none"> • Technical issues with the process for renewal of parking permits have been addressed with the provider (being unable to renew permit ahead of renewal date and the system not notifying residents if a vehicle swap submission is rejected) • Technical issues in relation to appealing a PCN will be addressed with the third-party provider. These issues were in relation to addresses not appearing upon entering a post code and being unable to upload a photo • Refresher training issued to Parking staff regarding the PCN appeals process, to ensure that correct information is provided to residents regarding submitting formal complaints for matters with a separate appeals process • Training provided to Parking staff on the exemptions within the legislation that permit a vehicle to stop for the purpose of allowing people to board
Development Control	44	14% (6)	<ul style="list-style-type: none"> • Support services staff in the team have been provided with additional training, to ensure that any emails relating to website access or decision making on applications are responded to in a timely manner • Planning Officers informed of the importance of keeping residents updated in relation to enforcement matters
Transforming Homes	41	37% (15)	<ul style="list-style-type: none"> • A quality check process has been implemented, to ensure that letters sent to residents are accurate • To review communications sent to residents in relation to works being carried out on their property, to ensure they are provided with timely updates • To ensure that when carrying out Transforming Homes works, any neighbouring properties are consulted before works commence

			<ul style="list-style-type: none"> Internal review to be carried out with Wates to understand where improvements can be made in dealing with residents when works are being carried out in their properties
Highways Maintenance	37	30% (11)	<ul style="list-style-type: none"> Officers reminded that in the event a vehicle crossing application potentially exceeding the 12-week target period, then this must be escalated with managers in advance The team to review the use of generic email accounts to ensure communications are acted upon in a timely manner Officers informed to ensure that all contact is responded to promptly
Voids	36	58% (21)	<ul style="list-style-type: none"> Wates spoken to and informed of the importance of ensuring required materials have been received prior to scheduling further appointments Wates spoken to and informed of the importance of progressing reports as soon as they are received to avoid any delays in works Weekly team meetings arranged with Tenancy Team Managers to support better communication between teams in regards to any issues with void properties
Totals			
Note – Totals shown are based on all upheld complaints therefore over and above the top 10 areas	1940	43% (840)	

4. High level learning for other Housing areas that fall within the Housing Ombudsman jurisdiction:

Area	High Level Learning Identified from Complaints
Lease-holding	<ul style="list-style-type: none"> • The process for checking documentation sent to residents who are looking to purchase their property has been improved, via adding quality checks and updating templates that provide clear easy to understand language • Regular audits have been put in place to assist in identifying further areas of improvement when it comes to communication with residents regarding their attempts to purchase their property.
Rents	<ul style="list-style-type: none"> • Work is being carried out with the IT Team to ensure that the automated system recognises when a rent account is updated that rent reminder texts are not to be sent • Work is underway to ensure that the automated system recognises when a number is an emergency number and avoids using this for any automated messages and instead chooses an alternative number

5. Complaints - Closed Ombudsman cases/decisions from the Housing Ombudsman (HO) or Local Government and Social Care Ombudsman (LGSCO):

Area	Issue Nature	Ombudsman Type – E.G Housing Ombudsman (HO) or Local Government and Social Care Ombudsman (LGSCO) and their findings	Financial Remedy	Learning where relevant	Did the council respond to the LGSCO or HO timeframes
Adult Social Care	Complaint that the Council failed to provide consistent care for a service user, after support from their previous provider ended in July 2021	LGSCO Not upheld: No Fault.	N/A	N/A	Yes
Housing Allocations	Resident complained about the Council's decision to refuse their application to join the housing register	LGSCO Not upheld: No further action.	N/A	The service area recognised it had not considered any medical needs as part of its decision and offered to review this decision as a remedy. The housing allocations team were made aware of the error and further training was provided to avoid repeat issues	Yes
Temporary Accommodation	Resident complained the Council failed to provide suitable accommodation in 2019 and failed to fulfil its duties when it terminated their accommodation in 2020.	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes

Business Rates	Complaint regarding a retrospective business rates bill the Council issued back in August 2021. The complainant disputes the amount paid and requested a refund.	LGSCO Closed after initial enquiries - out of jurisdiction.	N/A	N/A	Yes
Planning	Complaint regarding the Council's decision to refuse a planning application, on the basis that the council has granted permission for similar applications in the area.	LGSCO Closed after initial enquiries - out of jurisdiction.	N/A	N/A	Yes
Allocations	Complaint received from an individual as they cannot join the Council's Housing Register	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Planning	Complaint received regarding the Council's assessment of a neighbour's planning application for an extension. The complaint is that the Council did not ask the applicant to correct inaccurate plans and that the neighbour's planning application did not comply with the 45 and 60 degree guidance in the council's design guidance for residential Extensions.	LGSCO Upheld: Fault and Injustice.	N/A	It has been made clear to Staff how to distinguish between correct/incorrect guidance going forward.	Yes
Caretaking	Complaint regarding standard of cleaning to communal areas, level of service charge for caretaking services and complaint handling.	HO Maladministration regarding the	£425	New 'block inspection form' introduced, rating standards of caretaking, outlining actions if	Yes

		<p>response to concerns about cleaning and complaint handling.</p> <p>Service failure in regard to record keeping.</p>		<p>required and date of re-inspection.</p> <p>Digital solution for record keeping to be implemented.</p>	
Benefits	Resident complains that the Council wrongly recovered an overpayment of housing benefit (HB) and did not deal with their appeal request properly.	<p>LGSCO</p> <p>Upheld: Fault and Injustice.</p>	N/A	<p>Team to update its guidance for staff on handling late appeals and the requirement to pass disputed appeals to the tribunal. Training will be provided to Staff.</p>	Yes
Clean & Green	The complainant represents a management company for a block of flats and complained that the boundary fence has been damaged by overgrown vegetation which the council refuses to cut back. The complainant wants the Council to cut back the vegetation at least once a year.	<p>LGSCO:</p> <p>Closed after initial enquiries - out of jurisdiction.</p>	N/A	N/A	Yes
Housing / Allocations	Complaint regarding the Council's decision regarding a housing application that was ineligible under its housing allocations policy.	<p>LGSCO</p> <p>Closed after initial enquiries - no further action</p>	N/A	N/A	Yes
Childrens	The complainant related to the Council refusing to accept a complaint regarding its actions towards the family of a third party.	<p>LGSCO</p> <p>Closed after initial</p>	N/A	N/A	Yes

		enquiries - no further action			
Housing / Allocations	Resident complains the Council refused their housing application. This prevented them from bidding for social housing within Thurrock where their child will have support.	LGSCO Upheld: no further action, organisation already remedied.	N/A	In line with LGSCO recommendations, the service area to consider the need to use discretion when assessing applications	Yes
Property Transformation	Complaint received regarding the handling of a resident's concerns in relation to subsidence and the request for a full structural survey to be completed.	HO No maladministration	N/A	N/A	Yes
Education, Health, and Care Plan (EHCP)	Resident complained about the Council's failure to provide their son with suitable education, a school place or provision as set out in his Education, Health, and Care Plan (EHCP), since moving to the area.	LGO Fault & Injustice	£3,200	It has been made clear to Staff of the requirement to inform a parent within 6 weeks of the transfer of an EHCP when the Council intends to complete a review of the plan and whether it intends to conduct a review of the child's needs. Staff also informed of the requirement to issue a final EHCP within 8 weeks of a draft being issued	Yes
Children's Services	Resident complains about the Council's involvement with their children's case and raised concerns about bias towards their father.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Housing Repairs	A complaint regarding the handling of a resident's reports of structural issues at their property	HO	N/A	N/A	Yes

		No maladministration			
Housing Repairs	Resident complains about the Council's decision to repair a boundary fence for their property, as opposed to replacing it.	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes
Allocations	Resident complained about the Council's assessment of their housing application, as their current Council property is unsuitable, due to having stairs and its location to other members of their family who have caused problems in the past.	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Childrens	Resident complained that the Council delayed sorting out their immigration status while they were in care and failed to deal with their complaint properly.	LGSCO Upheld: Fault and Injustice.	£1,000	Council to obtain relevant documentation and information from parents, about a child's immigration status, at the time a child becomes looked after. Provide training for staff on the importance of ensuring that the immigration status of a looked after child is identified and actioned as soon as possible.	Yes
Waste	Resident complained the Council has persistently failed to collect their garden waste since October 2022, and has failed to monitor their waste collections despite agreeing to a previous Ombudsman decision.	LGSCO Upheld: Fault and Injustice.	£400	The Council has committed itself to the delivery of leaflets to every household when it makes changes to the refuse collection service. Monitoring to be completed to ensure collections take place as scheduled	Yes

Allocations	The complainant disagreed with the Council's decision that they cannot join the housing register on financial grounds and complained the Council had not considered them for sheltered housing	LGSCO Closed after initial enquiries – no further action.	N/A	N/A	Yes
Repairs	Complaint regarding repairs works to bathroom floor and a sewage leak in the garden	HO Maladministration by the landlord in the way it handled the repairs to the resident's bathroom floor.	£100	All staff have been informed of the importance of keeping residents updated and booking in follow on works in a timelier manner.	Yes
Waste	Resident complained that the Council has persistently failed to collect their kitchen and garden waste since October 2022	LGSCO Upheld: Fault and Injustice.	£200	The service has now committed to the delivery of leaflets to every household when it makes changes to the refuse collection service. Property also placed under monitoring	Yes
Allocations	Resident complains the Council failed to award them a correct banding under its housing allocation scheme despite all the medical evidence they provided and as a result, they remain in accommodation that does not meet the family's needs.	LGSCO Upheld: Fault and Injustice	N/A	It has been made clear to Staff who make decisions regarding medical priority requests, to ensure decisions are supported by reasons and refer to evidence considered. Review guidance on housing allocations to consider exercising discretion on requests for separate space areas based on medical grounds.	Yes

Allocations	Resident complains about the Council's decision to remove their daughter from its housing register.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Special Education Need (SEN)	Resident complains the Council failed to provide suitable alternative education when their child could not attend school, delayed finalising an Education, Health and Care Plan and discriminated against their child by not providing suitable education.	LGSCO Invalid/Forwarded Decisions.	£8,075	The service to ensure staff have clear guidance about the use of unregistered provisions, including consideration and/or decision making of non-approved settings, instead of using a 'blanket approach' to assess cases.	Yes
Enforcement	Resident complained about the Council's decision to issue them a fixed penalty notice after they parked their car at the rear of their property.	LGSCO Closed after initial enquiries - out of jurisdiction.	N/A	N/A	Yes
Council Tax	Complaint that the Council wrongly charged council tax without applying a Single Person Discount.	LGSCO Not upheld: no further action.	N/A	N/A	Yes
Repairs	The complaint is about the Council's response to the resident's reports of repairs and associated damp and mould.	HO Maladministration with regard to the landlord's response to the resident's reports of repairs and associated damp and mould	£1,675	Ensure that the service maintains oversight of the actions of its repairs contractor in response to repair requests and that it has access to the records of the actions taken by the contractor.	Yes
Housing Allocations	Complaint that the Council wrongly removed seven years' waiting time priority from resident's housing	LGSCO	N/A	N/A	Yes

	application due to rent arrears, without properly considering the exceptional circumstances that caused the arrears.	Closed after initial enquiries - out of jurisdiction.			
Children's Social Care (Children Looked After Team 1)	Complaint regarding contact arrangements in place to see children which is causing the parent financial loss. The complainant has to take time off work to attend contact sessions during the week and they require the Council to allow contact sessions to take place at weekends.	LGSCO Closed after initial enquiries - out of jurisdiction	N/A	N/A	Yes
Anti-Social Behaviour (ASB) / Tenancy Management	Complaint regarding tenant's reports of ASB and how this was investigated, as well as the decision to carry out a tenancy audit.	HO Service Failure	£75	It has been made clear to officers that any dissatisfaction from residents must be referred onto the Complaints Team for logging in-line with the complaints process	Yes
Housing Repairs	Complaint regarding the landlord's handling of the resident's reports of recurrent damp and mould in the property.	HO Complaint withdrawn	N/A	N/A	Yes
Allocations	Complaint that the Council should have awarded priority banding to a residents housing application, based on their reports of historical abuse by a family member.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
C/Tax Debt Recovery	A complaint about council tax and the amount billed by the Council. Resident confirms they are not liable to pay council tax due to being in receipt of benefits and the	LGSCO Closed after initial enquiries - out of jurisdiction.	N/A	N/A	Yes

	Council has wrongly sent a summons				
Home to School transport	Resident complains the Council incorrectly decided that their daughter, did not qualify for free home to school transport.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Homelessness	A complaint how the Council has handled a request for homelessness assistance.	LGSCO Upheld: Fault, No Injustice.	N/A	To ensure that information in support of any health conditions are made available to Officers undertaking assessments in a timely manner.	Yes
Education Health and Care Plan (SEN)	Resident complained the Council failed to provide alternative provision and support for their child from October 2021 to September 2022 following a safeguarding concern.	LGSCO Not upheld: no further action.	N/A	N/A	Yes
Housing Allocations	Complaint about the Council's decision to refuse complainant's housing register application because they were over the financial limit.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Waste	A complaint that the Council's refuse collectors fail to return bins to the location they leave them.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Housing Repairs	The complaint is about the landlord's handling of the resident's reports of damp and mould; property transfer request; request for reimbursement of damaged personal possessions; and a	HO Maladministration in the handling of reports of damp and mould.	£1300 (£1000 re damp & mould; £300 re complai	Review of risk assessment and decant procedures in relation to resident vulnerabilities to be carried out. Review of repair procedures to be completed, ensuring there is	Yes

	request for a medical banded property transfer.	<p>No maladministration in the handling of the property transfer request.</p> <p>No maladministration in the handling of the request for reimbursement of damaged personal possessions.</p> <p>Complaint about the handling of the resident's request for a medical banded property is outside of the Ombudsman's jurisdiction.</p> <p>Maladministration in the handling of the associated complaint.</p>	nt handling)	<p>an effective mechanism in place to record and store attendance reports of all attendances from its repairs team and contractors.</p> <p>Complaints procedure reviewed to make it clear that complaints can be accepted up until court proceedings are issued.</p>	
Waste	Resident complained the Council regularly missed waste collections.	<p>LGSCO</p> <p>Upheld: Fault and Injustice</p>	£300	<p>Location to be monitored for 8 weeks to ensure collections take place as scheduled.</p> <p>Service to ensure the refuse crews are using the in-cab system regularly and provide training for them if necessary.</p>	Yes

Housing Registrations	Complaint that the Council removed resident from the housing register when it discovered that they were adequately housed after their housing application details were reviewed.	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Transport Development	A complaint that the Council has failed to resolve parking issues outside their property.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Planning	Complaint that the Council is refusing to take enforcement action against two houses who have blocked a public right of way.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Home to School Transport	Complaint that the Council wrongly refused an application for school transport for the complainant's son to the school named in his Education Health and Care Plan.	LGSCO Upheld: Fault and Injustice.	£5,189	The Council will review its transport policy and ensure it is in line with best practice.	Yes
Children's Social Care (Family Support Team 1)	Complainant stated social workers threatened to call the Police and are harassing them via phone calls and emails.	LGSCO Closed after initial enquiries - no further action	N/A	N/A	Yes
Anti-Social Behaviour (ASB)	The complaint is about the landlord's handling of the resident's reports of antisocial behaviour (ASB) and hate crime.	HO Maladministration	£300	Service to meet with the resident and agree a timebound action plan in relation to any ongoing ASB or neighbour issues. This will include an allocated point of contact, regular updates to the resident,	Yes

				a regularly reviewed internal risk assessment, and an offer of relevant support.	
Children's Services (Prevention / Support Service)	Complaint that the Council trivialised their daughter's disclosures, discriminated against them and colluded with a partner in alienating their children.	LGSCO Closed after initial enquiries - out of jurisdiction.	N/A	N/A	Yes
Housing Repairs	The complaint is about the landlord's: response to the resident's concerns regarding their rent arrears; response to the resident's reports of issues with their storage heaters, electrics, cooker, and washing machine; handling of the resident's report of an uncontrollable leak, and sewage in the kitchen.	HO Service failure in respect of the landlord's handling of the resident's report of an uncontrollable leak and sewage in her kitchen.	£100	Service to review its process for responding to reports of potentially contaminated health hazards.	Yes
Anti-Social Behaviour (ASB)	The complaint is about the landlord's handling of the resident's reports of ASB against his neighbour and the landlord's handling of counter-allegations of ASB against the resident made by the neighbour.	HO In accordance with paragraph 53b of the Housing Ombudsman Scheme the landlord has made an offer of redress prior to investigation which, in the Ombudsman's opinion, resolves the complaint about the	N/A	Complete staff training on the implementation of the ASB policy and tenancy enforcement action for ASB.	Yes

		landlord's handling of the counter-allegations of ASB against the resident by the neighbour.			
Noise Pollution	Resident complained about the Council's failure to take action against their neighbours who are frequently causing noise nuisance from domestic arguments, drug smoking and music.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Housing (Allocations)	A complaint regarding the Council's decision not to award a housing application status based on a medical condition.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Council Tax	Resident complains that Enforcement Agents acting on behalf of the Council, refused to arrange a payment plan for outstanding council tax	LGSCO Investigation complete and satisfied with authority actions or proposed actions and not appropriate to issue report	N/A	N/A	Yes
Housing (Temporary Accommodation)	Resident complains about several disrepair issues in their privately rented property.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes

Waste	Resident raised concerns with placement of bins after assisted collections.	LGSCO Report issued: upheld; maladministration and injustice. Public Report Issued	£350	Review service requests and complaints about assisted bin collections over the last six months and to ensure any service improvements are actioned.	Yes
Housing Repairs	Complaint about the handling of reports of damp & mould within the property, as well as asbestos	HO Maladministration	£650 in relation to asbestos concerns £450 in relation to damp & mould concerns	The HO has recommended that the process in place for carrying out surveys is updated to include discussing the findings with residents; discussing risks identified with residents; discussing the actions taken to mitigate risks identified (if any) and how	Yes
Allocations	Resident complained that the council did not fulfil its duty to provide suitable housing, did not inform them that they had to confirm if they wished to remain on the Housing Register and then cancelled their application without their knowledge.	LGSCO Upheld: Fault and Injustice.	£4,200	The format of the Housing Register online application form has been amended. Any applicant who applies on medical grounds is now asked to send medical information before the decision is made. Officers who deal with “appeals” (reviews) have been reminded to address all the points raised	Yes

				by the applicant and not to overlook important information	
Family Support Team	A complaint that the Council has not investigated a complaint about misconduct by the social worker dealing with their family's case.	LGSCO Closed after initial enquiries - no further action.	N/A	N/A	Yes
Parking Enforcement	Complaint that a parking permit was applied for, but resident received parking tickets when parked near their home	LGSCO Premature Complaint	N/A	N/A	Yes
Tenancy Management / Repairs	Complaint regarding the resident's reports of faulty heating; and reports that storage heating was affecting his health.	HO Maladministration regarding reports of faulty heating and complaint handling. No maladministration regarding reports of storage heaters affecting resident's health.	£500	Contractors reminded of the importance of keeping accurate repair records, to avoid similar incidents happening in the future. Void inspection policy to be reviewed, to ensure that properties are checked in full during the process. Complaint handling process updated to prevent similar errors recurring	Yes

6. Benchmarking covering complaints data has been undertaken and is summarised below:

Council	Number of Stage 1 complaints Received	% Of complaints upheld	Top 3 areas complained of
Thurrock	1940	43%	Waste Management

			Housing Repairs Estates Management
London Borough of Redbridge	197	28%	Unhappy with handling of process Delay in delivery of service Non-delivery of service