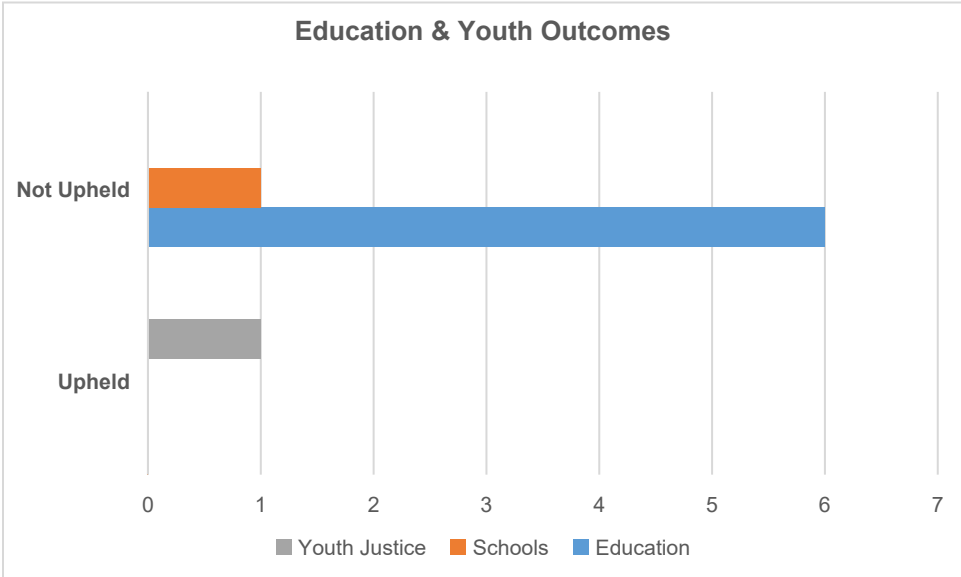
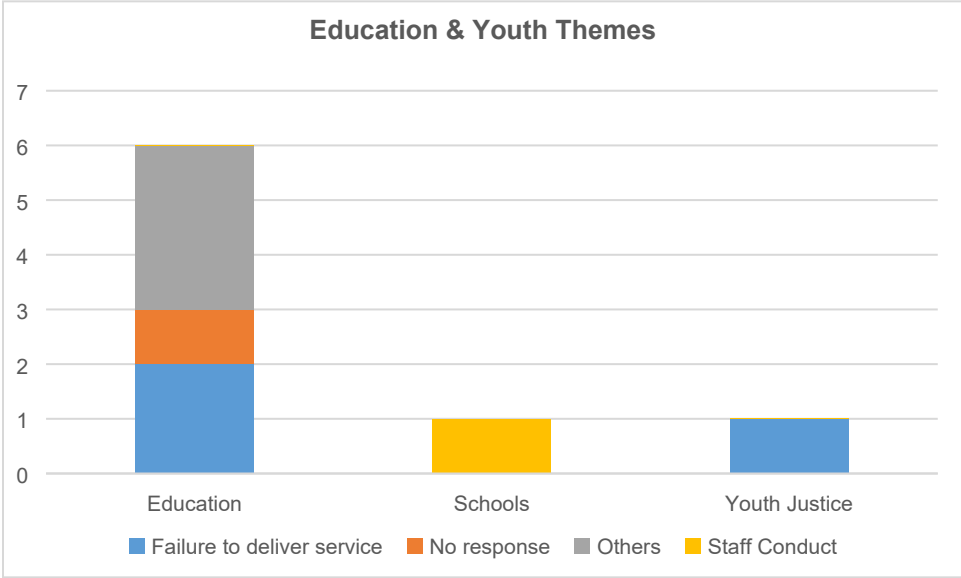


Complaint Themes, Outcomes and Actions by Portfolio 2023-24

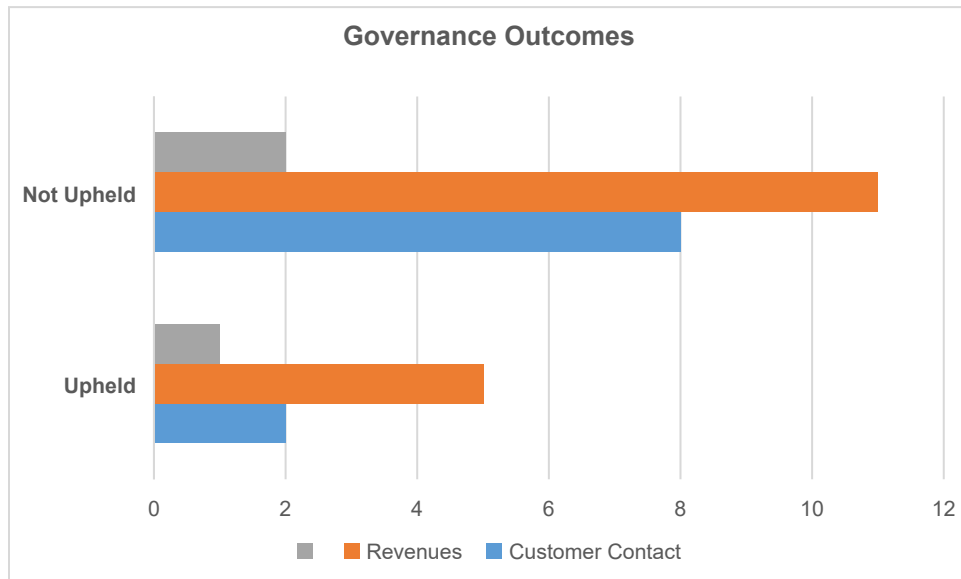
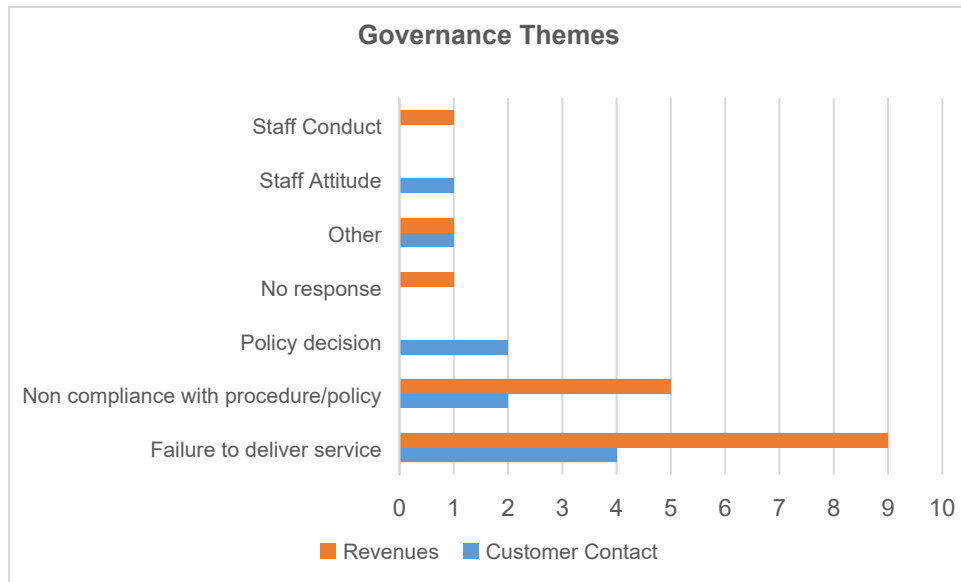
Education & Youth



Actions and lessons learned:

- Review of processes to improve communications.

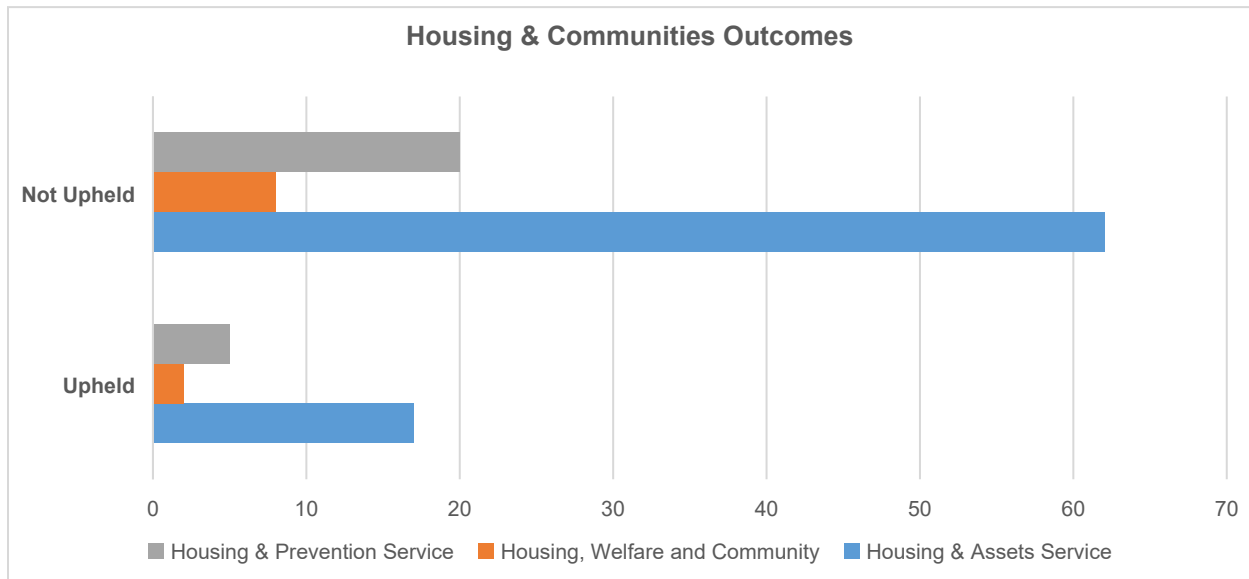
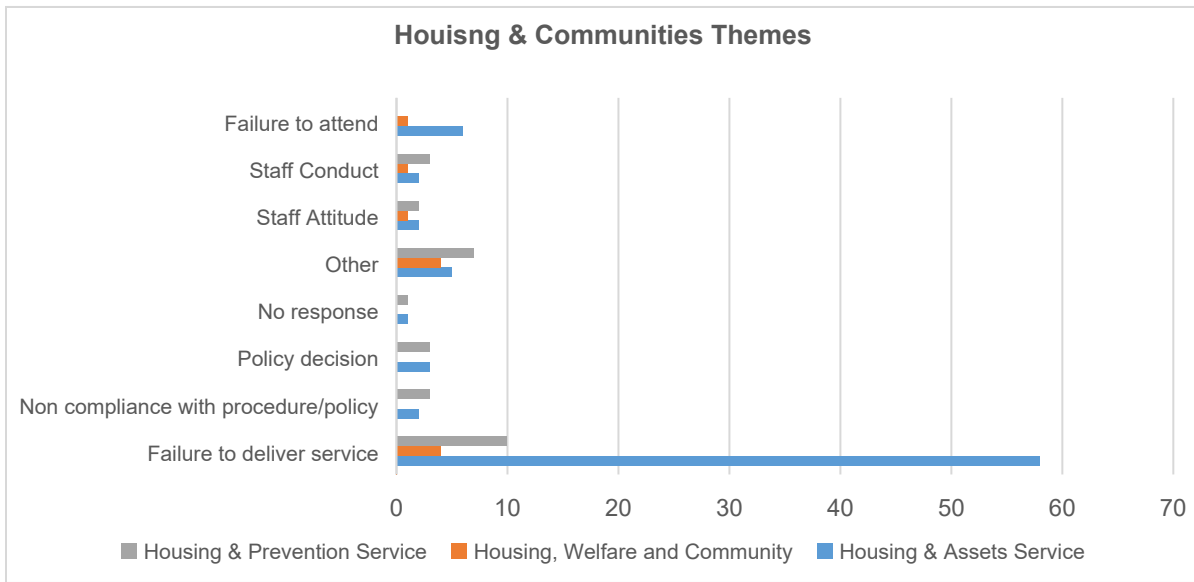
Governance



Actions and lessons learned:

- Apology and explanation.
- Review of Council Tax account and corrections.
- Advice issued to employee.

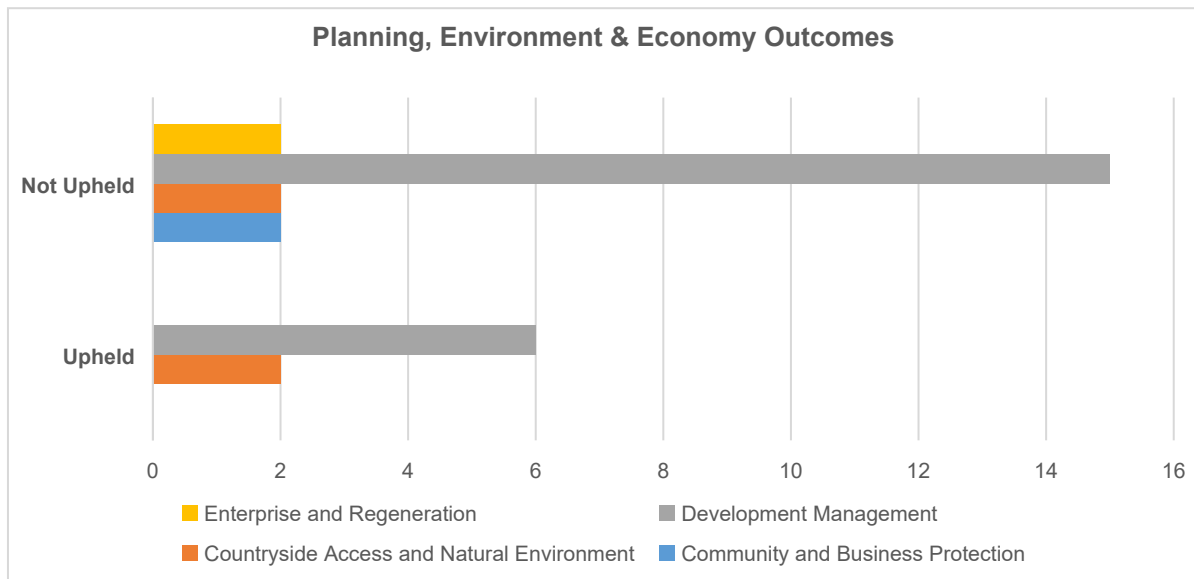
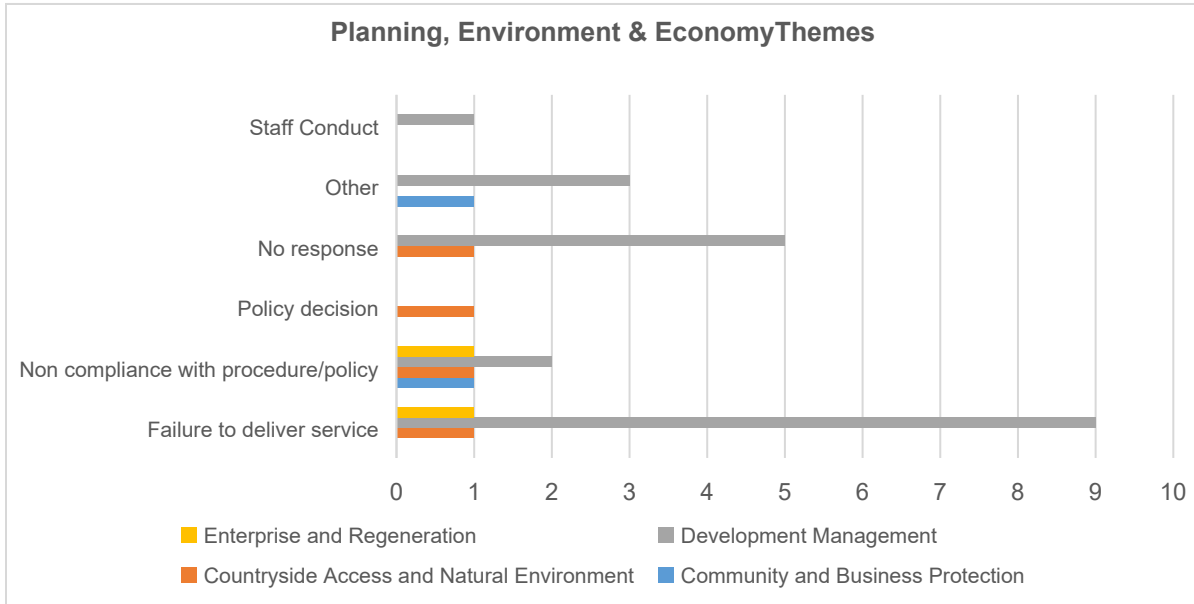
Housing & Communities



Actions and lessons learned:

- Apology and explanation.
- Advice issued to employee.

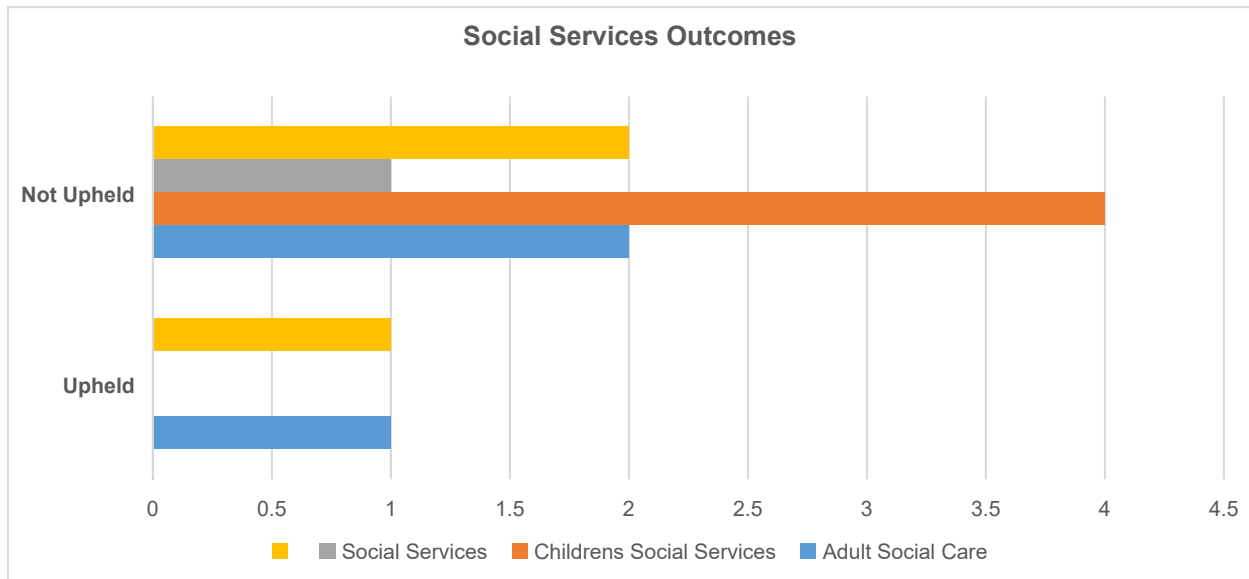
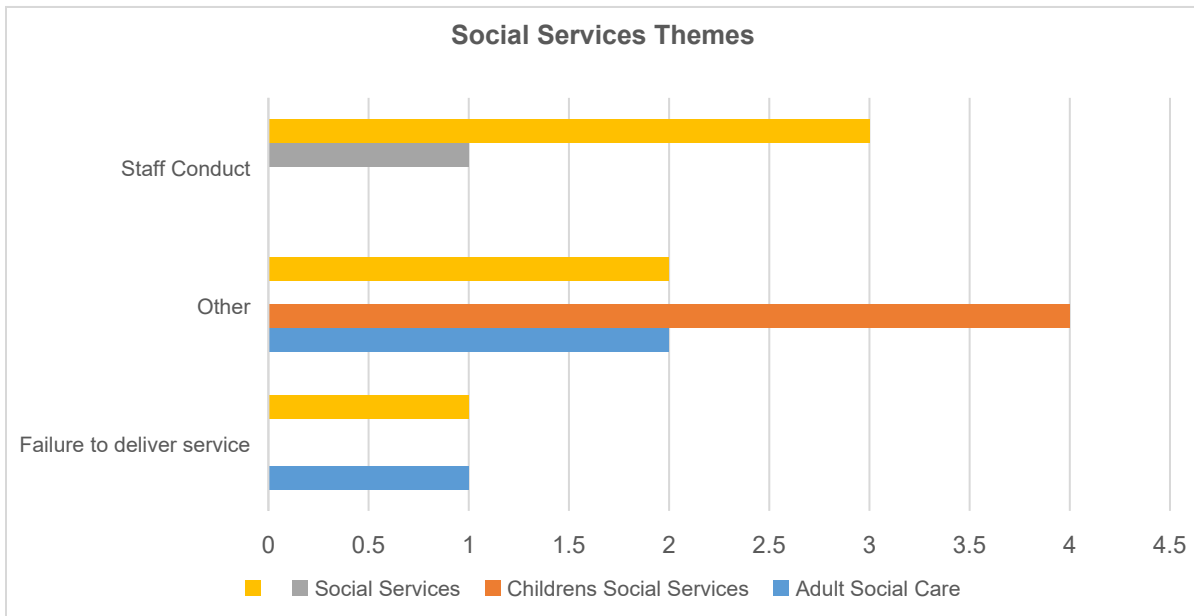
Planning, Environment & Economy



Actions and lessons learned:

- Apology and explanation.

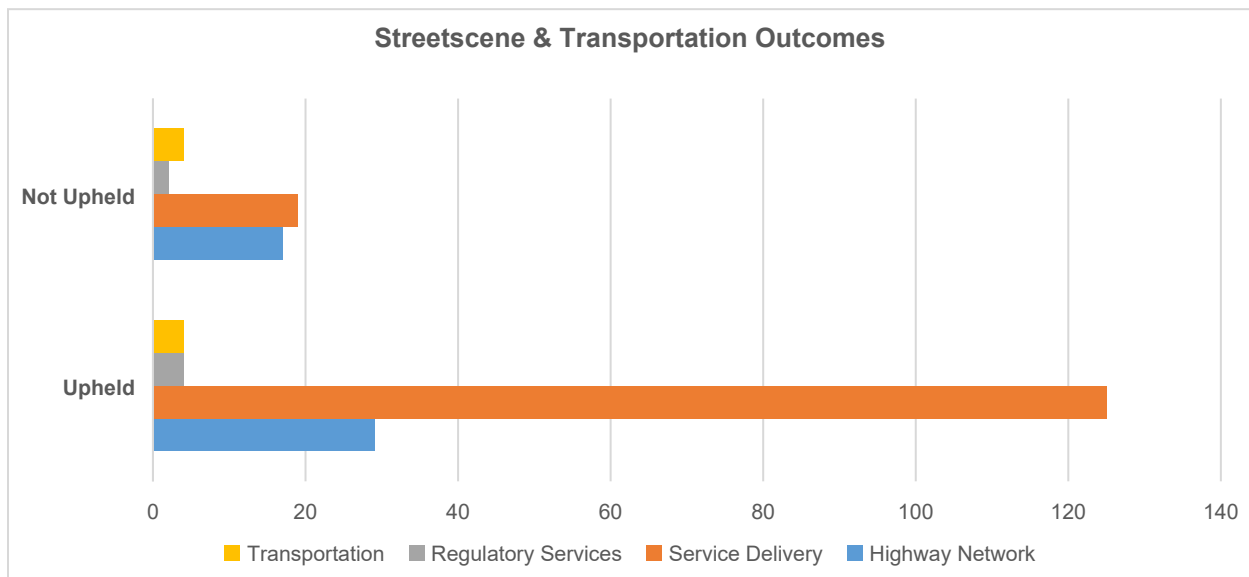
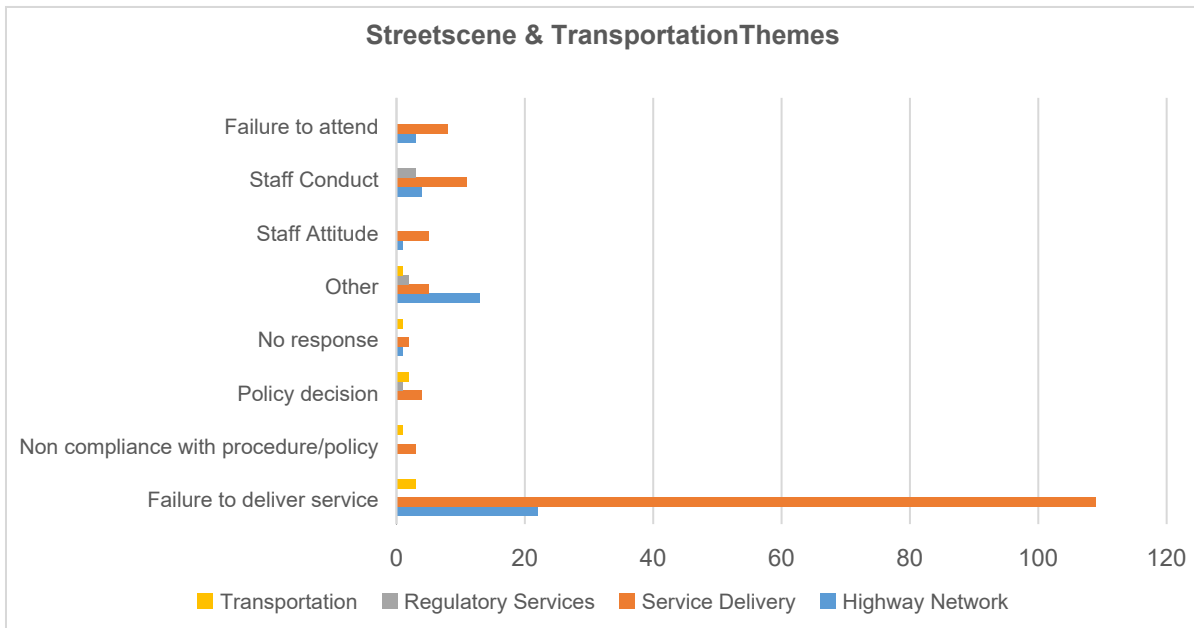
Social Services



Actions and lessons learned:

- Apology.
- Referred to statutory complaints process.
- Subject to legal process.

Streetscene & Transportation



Actions and lessons learned:

- Internal investigation.
- Apology.
- Site inspection / work completed.
- Advice to crew / monitoring.