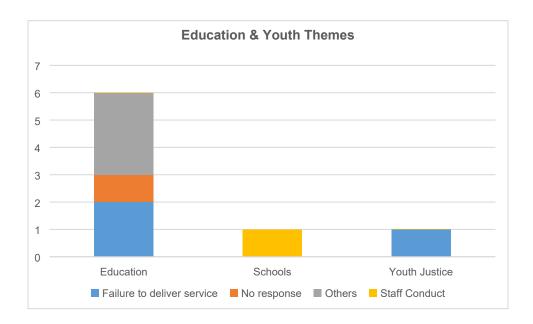
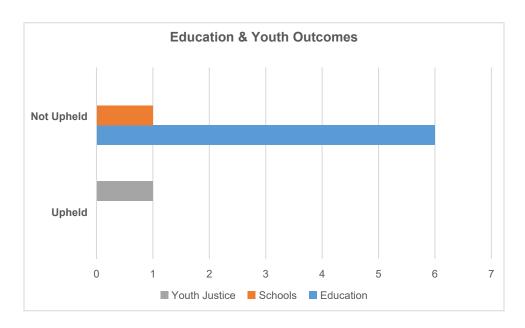
Complaint Themes, Outcomes and Actions by Portfolio 2023-24

Education & Youth

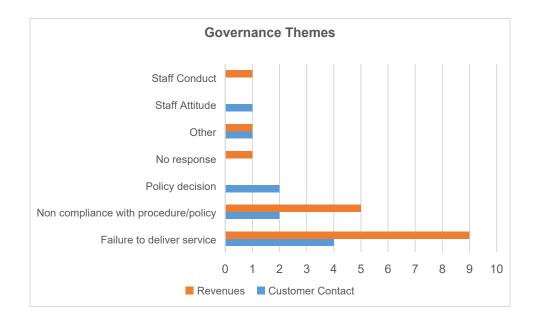


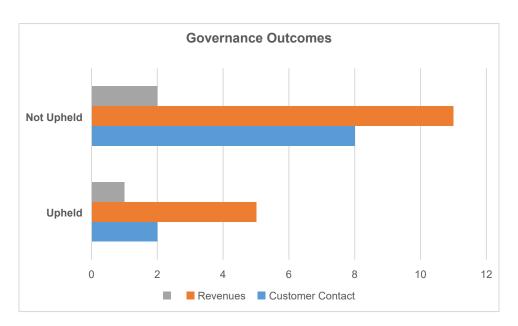


Actions and lessons learned:

• Review of processes to improve communications.

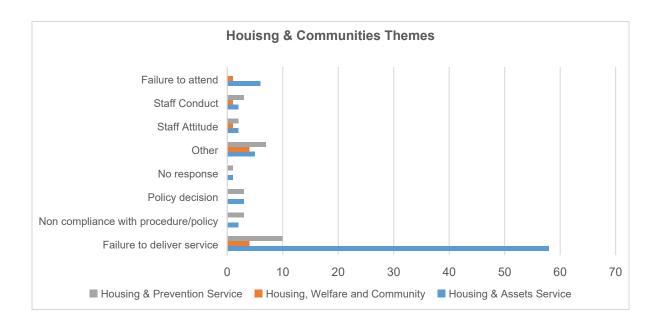
Governance

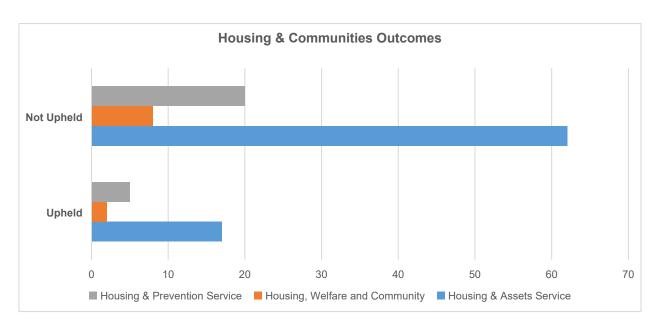




- Apology and explanation.
- Review of Council Tax account and corrections.
- Advice issued to employee.

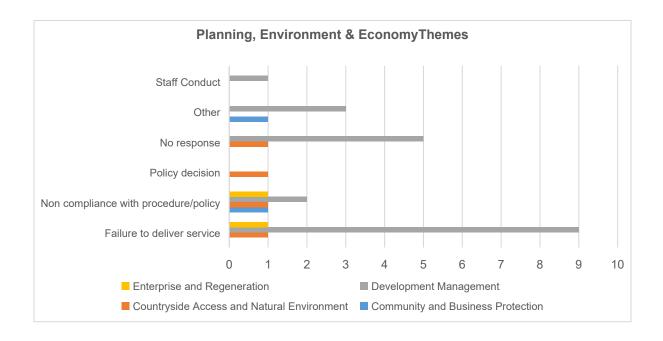
Housing & Communities

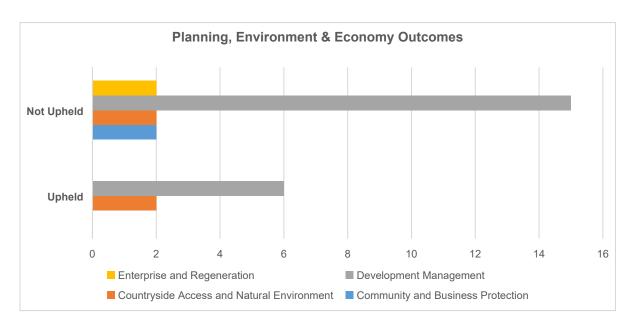




- Apology and explanation.
- Advice issued to employee.

Planning, Environment & Economy

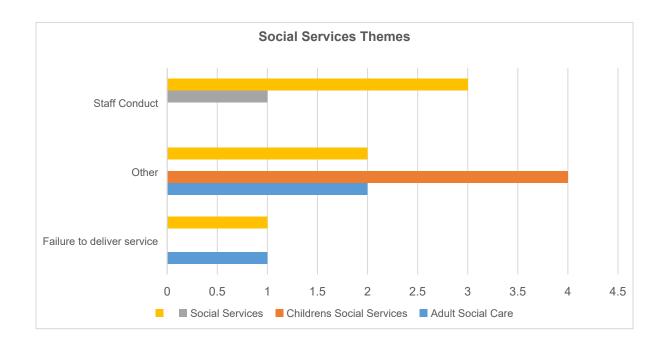


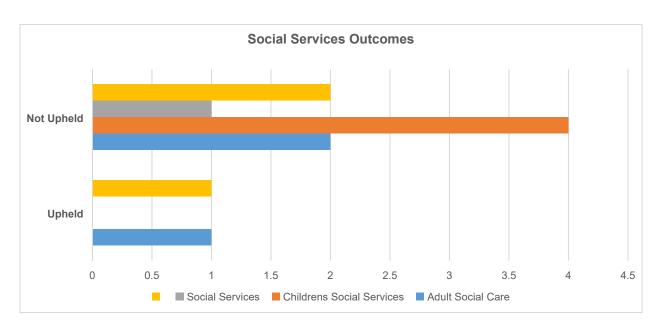


Actions and lessons learned:

• Apology and explanation.

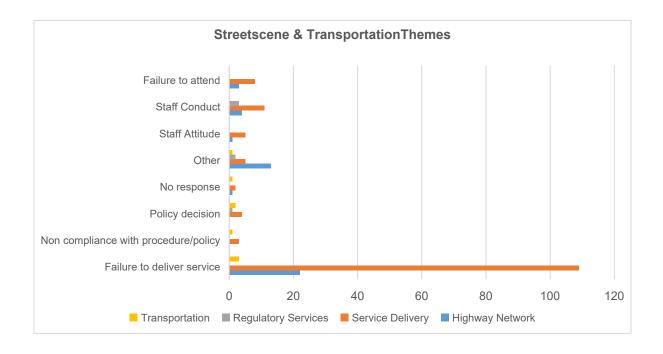
Social Services

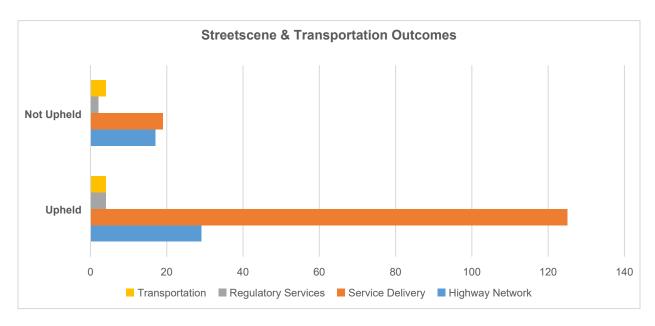




- Apology.
- Referred to statutory complaints process.
- Subject to legal process.

Streetscene & Transportation





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