

Annual Complaints and Feedback Report Addendum

Changes are Highlighted in Yellow:

Page 19 (Added service names)

Upheld and partially upheld Stage 3 complaints in 2016-17		
Service	Date	Decision
Planning	13 April 2016	Partially upheld*
City Homes and Streets and Open Spaces	20 June 2016	Upheld*
Estates and Facilities	11 October 2016	Upheld
Estates and Facilities	11 October 2016	Upheld
Estates and Facilities	24 February 2017	Partially upheld
Streets and Open Spaces	27 July 2016	Upheld
Streets and Open Spaces	11 October 2016	Partially upheld

Page 23. (Added service name and response from the Service)

CITY HOMES & STREETS AND OPEN SPACES

Decision – Partially Upheld

Complaint Overview

The complainant viewed that the City Council had treated them in an unfair and unprofessional way in relation to the issuing of a fixed penalty notice. The complainant disputed paying the issued fine and requested that it was cancelled.

ICI Suggested Way Forward

- The ICI recommended that the issue of the Fixed Penalty Notice was confirmed and the payment made.
- A suspension should have been granted when the commencement of a Stage Three investigation process was known.

ICI Learning points and Recommendations

- It is recommended that the City Council reviews its Corporate Enforcement Policy (section 6.3 - Informal Action)
- When a complaint is ongoing involving a member of Council staff it may be considered as insensitive and unhelpful for the staff member or members directly involved to continue with the responsibility of communicating directly with the complainant unless the issue has been carefully considered and a decision made that it is unnecessary or unavoidable to manage this in another way.
- There needs to be careful consideration by the City Council, on an individual case basis, of the suitability of continuing the process of pursuing the payment of fines during investigations of associated complaints at Stages One, Two and Three of the Complaints process.

Actions taken in response to feedback

Streets and Open Spaces dealt with this as an initial complaint, the e-mail address the customer used to contact the service was not monitored and has since been disabled and is no longer in use.

City Homes accept their failings in this complaint and have addressed the need for staff to take ownership of complaints and communicate with other departments more effectively.