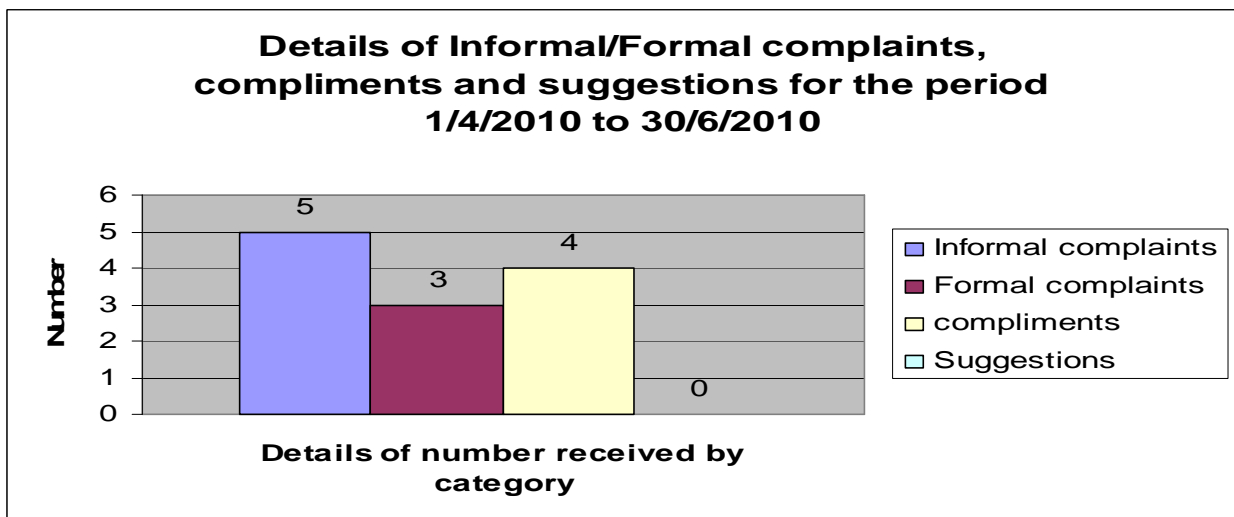


## Housing and Council Tax Benefit – Complaints, Compliments and Suggestions

Your experience of our service will help shape the standard of customer care we provide in the future. We welcome your views on all aspects of the service whether they are compliments, complaints or suggestions. We promise to listen and learn from your comments and will publicise the numbers of complaints, compliments and suggestions received each quarter. We will also be surveying a sample of customers who have used the complaints procedure to ascertain their views on the process.

Detailed below is the number of Complaints, Compliments and Suggestions, which were received for the period 1 April 2010 to 30 June 2010. All formal complaints received via the Council's Listening and Learning Scheme will be acknowledged within 3 working days and answered within 20 working days. All complaints received during the period 1 April 2010 and 3 June 2010 were answered within the specified time limit.



The 3 formal complaints received were investigated and no error was found in 1 case. In the second case a customer had been directed to the wrong public counter for which an apology was issued and feedback regarding the error was given to staff in order to prevent this situation occurring again. The third case was a level 2 complaint and a meeting was held with the customer to resolve the complaint. Errors made were corrected and an apology issued to the customer. Feedback regarding the error was given to staff in order to prevent this situation occurring again.

The 5 informal complaints were investigated and no error was found in 4 cases. In the fifth case an explanation and apology was issued to the customer and feedback regarding the error was given to staff in order to prevent this situation occurring again.

4 compliments were received about the service provided during this period.

No suggestions were received during this period.

If you would like to make a complaint, please speak to a member of staff or use the Council's Listening and Learning form available at the enquiry desk. Alternatively you can use the comment, complaints and suggestion form and post this in the comment box.

If you would like to make a compliment or suggestion please contact us or use the forms available in the enquiry area and post these in the comment box.

This information is also available on the Council's website at: [www.north-ayrshire.gov.uk](http://www.north-ayrshire.gov.uk)