

Redditch Borough Council Quarterly Complaints Statistics



July - September 2009

What we Learnt and Service Improvement

Issue	Action Taken/Improvement
Overflowing dustbins	Continue to closely monitor
Planning Permission	Ongoing liaison with Committee Services and Member training relating to Planning Committee
Special Needs Adaptations in homes	Change to procedure when particular repairs are reported to Contact Centre.
Weed spraying at cemetery	Explore options leading to introduction of new method of working.
Cancellation of Gym Membership	Introduce service standard within Income Team's own standards of expected times for gym membership cancellation responses.
Various	For a number of complaints we also: <ul style="list-style-type: none">• Information clarified with & explained to customer• Spoken to staff and extra training given