

Redditch Borough Council Quarterly Complaints Statistics



January-March 2010

What we Learnt and Service Improvement

Issue	Action Taken/Improvement
OSS waiting times – during period of heavy snow	Re-evaluate options in extreme circumstances. Aim to put an alternative in place for customers with quick enquiries.
Benefits	Policy to be reviewed by July 2010
Benefits	Greater use of telephone – new evidence gathering procedures so that Officers check for evidence themselves and phone for any missing information as well as/instead of always writing.
Benefits	Application form to be revised by May 2010.
Council Tax	Review contents of Single Person Discount canvass form by November 2010.
Property Services	Improve handover notes when staff leave.
Housing	Officers reminded to keep in touch with tenants when they make enquiries and keep them informed of any action being taken.
Council Tax	Raised fault with software suppliers, for it to be rectified.
Waste Collection – supplying bags	Daily round check sheet introduced.