

# Redditch Borough Council Quarterly Complaints Statistics



**April-June 2010**

## What we Learnt and Service Improvement

<b>Issue</b>	<b>Action Taken/Improvement</b>
Length of time to process Housing Benefit claim and waiting times in One Stop Shop	Refund Processed. Managers looking at ways to reduce the timescales – aim to reduce this to 15 working days.
Problem with rent account	Account Checked and adjustments made. Credit refund organised for garage rent. Managers to review the direct debit system and officer priorities.
Housing Banding	Standard letter has been updated and staff trained.
Leak to radiator in temporary accommodation	Billing process in respect of units reviewed. New billing system implemented June 2010.
Elderly lady told she had to renew Blue Badge in person.	Incorrect advice taken as it could be done by post. Staff training. Development of Blue Badge process and customer care skills updated regularly.
Flytipping – not everything removed	Flytipping cleared following day. Further training on correct procedure for logging and forwarding complaints.