

Redditch Borough Council Quarterly Complaints Statistics



July-September 2010

What we Learnt and Service Improvement

Issue	Action Taken/Improvement
Unhappy with how disabled shower was fitted	Monitor contractor.
Thistles at Community Centre cut child	Courtyard area cleared of all weeds and potential plants of a spiky nature the following day.
Housing application – lack of information from officer.	Staff training and procedures updated
Housing Options – problem due to disability	Specialist leaflet to be produced for owner occupiers to explain information more clearly
Housing Contractor went to wrong address and appointment missed.	The contractor will make sure they contact the resident if for any reason they are not able to carry out the works on the agreed date or time. This procedure is now in place.
Problem with repair to bath	Only use plastic baths, not coated steel; continued close communication with tenants where there are queries/complaints; improved customer care information delivered to all tradesmen visiting Council owned properties
Various Complaints	Staff Training arranged, procedures updated and apologies given where council was at fault