

**The Public Health and Community Development Service
Complaints about our service and how we responded - from April 2006**

WDC Complaint No.	Date	The Complaint	How we responded and any improvements that resulted
563	12 th August 2008	Dissatisfied with the way his health and safety complaint had been handled	<p>This complaint arose because the investigating officer failed to advise the complainant of the findings of his investigation. Another officer has since resolved the issue with the complainant.</p> <p><i>Staff have been reminded that our Service Charter requires that we provide feedback</i></p>
528	2 ND May 2008	Mrs Z stated that her complaint about a premises opening illegally on Sundays had not been investigated properly, that the department had not liased as it should have done with the Planning Service, that we had been slow to respond and that a site visit to check compliance had not been made.	<p>We contacted Mrs Z straight away and the officer's line manager commenced an investigation into her allegations. We found that some of her allegations were justified, some were not. We have apologised where necessary, advised her of the action already taken and the future action proposed</p> <p><i>The officer concerned had a heavy workload at the time but that does not excuse us from failing to meet the promises made in our Customer Charter. We have reminded staff of the service delivery standards we expect and have taken action to respond in full to the justified complaints.</i></p>
525	23 rd April 2008	Mr X was unhappy with the way that his complaint about food safety had been handled – specifically that the matter had not been treated seriously and that he had not been kept informed.	<p>We contacted Mr X straight away and the officer's line manager commenced an investigation into the allegations made. We found that some of his allegations were justified, some were not. We have apologised where necessary, advised him of the action already taken and explained our reasons.</p> <p><i>This incident occurred over a weekend but unfortunately the officer</i></p>

			<i>concerned did not keep the complainant informed of the action she had taken. We have reminded all officers of the promises made in our Customer Charter and that they must always keep our customers properly informed.</i>
429	4 th July 2007	Unhappy at content of letter sent by Mr A (WDC) re Public house his company owned.	<p>Holding letter sent to brewery on 6th July then apology and suggested meeting letter sent on 10th July.</p> <p><i>In this case the officer rather over stated his case and he has now been reminded to always ensure his facts are correct and to always remain objective.</i></p>
427	29 th June 2007	Mr X e-mailed a copy of his letter to the CEO. Complaining about a letter he rec'd from Miss Y (WDC) re. A database, which showed that he was running a catering business from his address. He ignored the letter, as he runs no such business. On Wed 27/6 he was visited by Miss Y who wanted to know why he hadn't responded to her letter. He was addressed in 'sloppy American slang'. He explained that his only connection with WDC is as a director of ZZZZZZZ and 'she immediately assumed that this was how the mistake had happened'. He wants the matter	<p>4th July rang and spoke to Mr X and commenced investigation 5th July sent letter to Mr X explaining why the visit had been necessary.</p> <p><i>Part of this problem arose because of our failure to provide a postage paid envelope. Staff have now been reminded to always include these when we are requesting such information from customers.</i></p>

		fully investigated to determined how the mistake occurred and ensure that his name appears on no other database.	
385	11 th January 2007	Customer had CR2 at Hailsham booked for training until 14:00 11 Jan 2007. At 13:55 approx. but before 14:00, Mr B (WDC) interrupted the session stating "This is my room now". Customer responded that the room was theirs until 14:00. Mr B (WDC) replied, "You have two minutes to get out". Customer and colleague very upset with manner and attitude of Mr B (WDC). Rude and abrupt. Customer's room booking pre-dates Mr B's booking	<p>Contacted complainant (after several attempts) and talked through the incident, apologised for the officers rather abrupt manner.</p> <p>The officer himself had already put in place revised arrangements with the caretaker to ensure that hirers are reminded to close down their session in good time in order that they can vacate the meeting promptly.</p>
362	27 th October 2006	I am writing to complain about the service that I have received from Wealden Council. I have been dealing with Mr C (WDC) from you Environmental Health Office with regard to a large-scale incident of food poisoning, which occurred, at my wedding at the ZZZZZZZ Hotel on May 6. I have been waiting for a report to be issued	<p>Health Protection Agency admitted delay with production of report on outbreak lay with them. advised complainant of this and sent a copy of the report.</p> <p>This was actually due to the omission of another agency – the Health Protection Agency.</p> <p><i>In future we will put the individual in direct contact with the other agency where information only they can supply is being requested.</i></p>

		<p>on the causes of the incident for almost 6 months. I first called to chase this up in early June, and was told that it would be 2 weeks before the report came out. I have called numerous times since and have been told the same story on each occasion. Most recently I called on 6 October and expressed my desire to complain. M C sent the attached e-mails to confirm the procedure, and to tell me that the report was due out by 13 October. I have not received the report yet, nor have I received any explanation or apology for the delay. This level of service is unacceptable. Can you please look into this and confirm when the report will be sent</p>	
330	20 th June 2006	<p>Mr B has been retired as a Parish Clerk for nearly 9 months but is still receiving e mails and post</p>	<p>Head of Service has apologised to Mr X and measures have been put in place to remove his name from our address databases.</p>
305	27 th April 2006	<p>Unhappy at lack of action being taken to stop the disturbances and damage around the area</p>	<p>Letter sent to complainant explaining action taken & apologising for the delay.</p> <p><i>Response times are now set out in all of our Service Charters.</i></p>

