

## Appendix E: Lessons Learned

Service	Complaint	Improvement Made
Parking Services	A customer complained that Civil Enforcement Officers were not checking the rear window of their car for pay and display tickets. The customer had received 2 Penalty Charge Notices as a result of this.	The Penalty Charge Notices were cancelled. Civil Enforcement Officers were instructed to check every window of a car for pay and display tickets before issuing a Penalty Charge Notice.
Revenues	A customer complained that the wrong bank account details were printed on the back of a Council Tax Bill.	The bank details were amended and the customer was thanked for bringing this to our attention.
Environmental Enforcement	A customer complained that a final reminder notice had been sent out to them even though they had already paid their Fixed Penalty Notice.	Systems were amended so that final reminder letters are checked against those that have paid their fixed penalty notices before being sent out.
Bereavement Services	A customer complained that there was confusing information given out as to whether they could pay for their memorial renewal in instalments.	The confusion was between Customer Services, Bereavement Services and Corporate Finance. As a result of this complaint all three departments are clearer on where they stand on this issue and are clear how to advise customers. An arrangement was set up for the customer to pay in instalments, and this will be allowed for all customers requesting it in the future.
Parks and Leisure	A customer complained that there wasn't enough warning of when Cornwallis Park would be locked by the Parks team and the customer got stuck in the park.	To prevent this happening again in the future, new signage was erected in the park that clearly warned customers when the park would be locked.
Environmental Services	A customer complained that the night time portable urinals were sited too close to bus stops, meaning urinal users were in view of people waiting for buses.	The urinals were relocated further away from bus stops so they were out of sight of people waiting for buses.
Revenues	A customer was unhappy with the wording of a form sent to them that had 'council tax disregard application severely mentally impaired persons' highlighted in bold at the top of the form. The form was addressed to the complainant's husband who has Alzheimer's.	The response apologised for the distress caused and the Revenues team are re-designing the form to make the wording 'severely mentally impaired persons' less prominent on the form.