

Ref	Category	No. of days to respond	Issue	Outcome(upheld)	Action Taken	Ward Area
Places Directorate - Environment, Planning and Transport						
C5/15	Transport	1	Bus Service Late	Not Upheld	Vehicle tracking checked - No results	Market Overton
C46-15	Transport	10	Transfer of Pupils	Not Upheld	Explanation provided to customer - College and Bus company contacted	Anonymous
C28-15	School Transport	10	School Transport - Taxi Service	1 Upheld, 1 Not Upheld	Apology & explanation provided to customer	Not provided (complain made via email.
C8/15	Highways	2	Pothole - Damage to Vehicle	Not Upheld	Incident Report Form sent to customer - claim rejected	Out of Rutland.
C63-15	Highways	N/A	Residents Car Park (Barleythorpe Rd)	Not Upheld	Anonymous - unable to respond to customer but comments addressed.	Oakham North West.
C72-15	Highways	3	Lack of parking spaces on West Rd Oakham	Not Upheld	Explanation provided to customer	Ryhall and Casterton
C19-15	Highways	0	Traffic Bollards	Upheld	Bollards replaced	Uppingham.
C41-15	Highways	2	Footpath Access	Upheld	Apology & explanation provided to customer	Braunston.
C43-15	Highways	10	Street Names Sign replacement	Upheld	Sign Replaced	Oakham South West.
C67-15	Highways	0	No response to service request	Upheld	Letter of apology sent	Oakham North East.
C70-15a	Highways	13	No response to service request	Upheld	Light fixed & Apology for delay (IT issues)	Oakham South West.
C73-15a	Highways	1	Issue with new road surface	Upheld	Contractors rectifying problem	Great Casterton.
C12-15	Development Control	2	Tree Work	Not Upheld	Historical Planning applications investigated	Braunston.
C15/15	Environmental Services	2	Abandoned Vehicle	Not Upheld	Explanation provided to customer	Langham
C27-15	Environmental Services	1	Hedges Maintenance	Not Upheld	Explanation provided to customer	South Luffenham.
C34-15	Environmental Services	5	Hedges Maintenance	Not Upheld	Explanation provided to customer	Ashwell.
C49-15	Environmental Services	3	Pest Control	Not Upheld	Explanation provided to customer	Cottesmore.
C59-15	Environmental Services	0	Blocked Passage way	Not Upheld	Explanation provided to customer	Uppingham.
C77-15	Environmental Services	4	Civic Amenity Site	1 Upheld, 1 Not Upheld	Contractor spoken with regarding customer service and explanation provided to customer	Oakham South West.
C13-15	Environmental Services	2	Bin Collection	Upheld	Compliance Notice issued to Cory (waste contractor)	Greetham
C21-15	Environmental Services	20	Verge Maintenance	Upheld	Contractor instructed to Carry out work	Exton and Horn
C26-15	Environmental Services	1	Litter	Upheld	Explanation provided to customer - customer happy	Rutland.
C56-15	Environmental Services	9	Litter & Damaged Bin	Upheld	Litter collected & bin replaced	Lyddington.
C82-15	Environmental Services	3	Civic Amenity Site	Upheld	Investigated with Contractor	Ketton.
C83-15	Environmental Services	20	Damage to verges	Upheld	Contracts & local residents reminded of new route for bin collection vehicle	Braunston and Belton.
C50-15	Parking	4	Residents Car Park (Barleythorpe Rd)	Not Upheld	Explanation provided to customer	Oakham North West.
C25-15	Parking	8	Civil Enforcement Officer Conduct	Upheld	Letter of apology sent by CEO & Manager	Oakham South East.
C44-15	Parking	6	Residents Car Park (Barleythorpe Rd)	Upheld	Speed Survey to be carried out	Oakham North West.
C47-15	Burials	8	Allocation of burial plot	Upheld	Contractor oversight; customer financially compensated	Oakham North West.
C48-15	Property Maintenance	8	Fencing at Oakham Cemetery	Not Upheld	Explanation provided to customer - regular checks implemented	Oakham North East.

COMPLAINTS 1 JANUARY TO 30 MARCH 2015

Places Directorate - Development and Economy						
C86-15	Digital Rutland	4	No Super Fast Broadband	Upheld	Explanation of future plans provided to customer	Braunston.
Resources Directorate						
C7/15	Revenues & Benefits	2	Council Tax - Recovery	Not Upheld	Explanation provided to customer	Braunston and Belton.
C52-15	Revenues & Benefits	2	Council Tax - Recovery	Not Upheld	Explanation provided to customer	Oakham North West.
C69-15	Revenues & Benefits	12	Council Tax - Vacant Property	Not Upheld	Explanation provided to customer - Photos of property on file deleted	North Luffenham
C61-15	Revenues & Benefits	3	Council Tax - Recovery	Not Upheld	Customer contacted (via phone) & explanation provided	Oakham South West.
C37-15	Revenues & Benefits	3	Council Tax - Recovery & Benefits Application	C Tax - Upheld, Benefits - Not Upheld	Ctax - Charges Removed, Benefits - Explanation provided to customer	Oakham North East.
C6/15	Revenues & Benefits	10	RCC Managing customers finances	Upheld	Met with customer resulted in a compliment	Oakham North West.
C33-15	Revenues & Benefits	1	Council Tax - Recovery	Upheld	CST briefed on Ctax multiple ref numbers. Procedures revised.	Uppingham.
C53-15	Revenues & Benefits	1	Benefits	Upheld	Working practice revised	Lyddington.
C58-15	Revenues & Benefits		Rate Relief	Upheld	Forms and standard letters revised	Lyddington.
C71-15a	Revenues & Benefits	1	Council Tax - Recovery	Upheld	Explanation provided to customer and process reminder to CST	Whissendine
C74-15a	Revenues & Benefits	3	Council Tax - Recovery	Upheld	Deleted Enforcement Action	Ketton.
C88-15	Revenues & Benefits	1	Council Tax - Recovery	Upheld	Recovery costs removed	Oakham North West.
C89-15	Revenues & Benefits	1	Benefits entitlement	Upheld	Benefits entitlement revised and reinstated	Uppingham.
C73-15	Finance	18	Lost Cheque	Not Upheld	Explanation provided to customer - Recovery action cancelled	Oakham North West.
C38-15	Finance	10	Payment issues (IT&Software issues)	Upheld	Explanation & apology provided to customer	Langham
C42-15	Finance	10	Payment issues (IT&Software issues)	Upheld	Explanation & apology provided to customer	Greetham
C62-15	Finance	20	Recovery Action following an invoice	Upheld	Reduced payment agreed with customer	Oakham North East.
C75-15	Customer Services	2	Overseas Pension - proof of life	Not Upheld	Explanation provided to customer	Whissendine
C18-15	Customer Services	3	Long Wait at front desk	Upheld	Explanation & apology provided to customer. Procedures revised.	Braunston and Belton.
C31-15	Councillor Contact	1	No contact from elected member	Upheld	Explanation & apology provided to customer. Procedures revised.	Braunston and Belton.
People Directorate						
57	Adult Social Care	2	Unhappy with Adult Social Care worker.	Not Upheld	Discussed with customer who did not want to progress to stage 2.	Complainant lives out of Rutland.
68	Adult Social Care	0	Safeguarding concerns.	Not Upheld	Explanation provided to customer.	Complainant lives out of Rutland.
75a	Adult Social Care	4	Complaint against social worker.	Upheld	Explanation and apology provided to customer.	Oakham North West.
84	Ash Cottage	11	Unhappy with staff at Ash Cottage.	Not Upheld	Head of service had formal meeting with customer.	Oakham North West.
29	Childrens Social Care	24	Unhappy with restricted access to children.	Upheld	Explanation & apology provided to customer.	Out of Rutland.
51	Childrens Social Care	6	False information and mixed messages over guardianship.	Not Upheld	Explanation provided to customer.	Oakham North East
70	Childrens Social Care	5	Concerns with Rutland's social services.	Not Upheld	Explanation provided to Sir Alan Duncan as rep for customer	Uppingham.

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71	Childrens Social Care	9	Foster worker concerned with service.	Not Upheld	Explanation provided to Sir Alan Duncan as rep for customer	Ryhall and Casterton
87	Childrens Social Care	N/A	Unhappy with service.	Not Upheld	Referred to LGO. Identified as Vexacious.	Uppingham.
35	Data Protection	23	Breach of data protection.	Upheld	Apology & explanation provided to customer. Procedures revised.	Greetham
23	Social Care	16	Upset with carer's attitude.	Not Upheld	Explanation provided to customer.	Whissendine
72a	Social Work	14	Unhappy with service.	Not Upheld	Explanation provided to customer.	Ryhall and Casterton
64	Social Work - Fostering	Open	Poor treatment of foster son.		Complaint still open.	Ryhall and Casterton
65	Social Work - Fostering	23	Unhappy with service.	Not Upheld	Explanation provided to customer.	Ryhall and Casterton

Totals
Places - 31
Resources - 21
People - 14