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To: Chair and Members of the  
Performance Scrutiny Committee

Date: 14 November 2014

Direct Dial: 01824 712554

e-mail: dcc\_admin@denbighshire.gov.uk

Dear Councillor

I refer to this agenda for the meeting of the **PERFORMANCE SCRUTINY COMMITTEE** to be held at **9.30 am** on **THURSDAY, 20 NOVEMBER 2014** in **CONFERENCE ROOM 1A, COUNTY HALL, RUTHIN** and enclose the following report(s).

**Agenda Item  
No**

**7 YOUR VOICE COMPLAINTS PERFORMANCE QUARTER 1 AND  
QUARTER 2 (Pages 3 - 4)**

To scrutinise Services' performance in complying with the Council's complaints process.

10:45 – 11:15

Yours sincerely

G Williams  
Head of Legal and Democratic Services

## **MEMBERSHIP**

### **Councillors**

Meirick Davies  
Richard Davies  
Colin Hughes  
Geraint Lloyd-Williams  
Peter Owen

Dewi Owens  
Arwel Roberts  
Gareth Sandilands  
David Simmons

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Reference number	Dept	COMMENTS
406582	Benefits	<p>Customer complained about Overpayment, however there were also underlying issues with Housing. Once these issues had been clarified the response was drafted but found to be too technical and not customer friendly. As a result a further changes were required, which clashed with the reviewing officer being on leave and the timescales were missed</p>
405135	Payroll	<p>Customer complained that compliment slip did not contain return address or officer contact. Forms sent to school but officer on maternity leave. Forms also require amendment.</p> <p>Officer returned a supply form correctly to the school for them to sort out but inadvertently put the teachers name on the envelope rather than just addressing it to the school. The school then wrongly forwarded it on to the person hence why there was no return address detail as officer would not ordinarily need to tell the school this information as they would know what to do with the form.</p>
418188	Finance and Assets	<p>Complaint with regards to the Agricultural Estate; lack of tenancy agreements, tenancy agreements not provided following promises and length of time for decisions.</p>

10<sup>th</sup> November 2014

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