

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>

10th November 2014