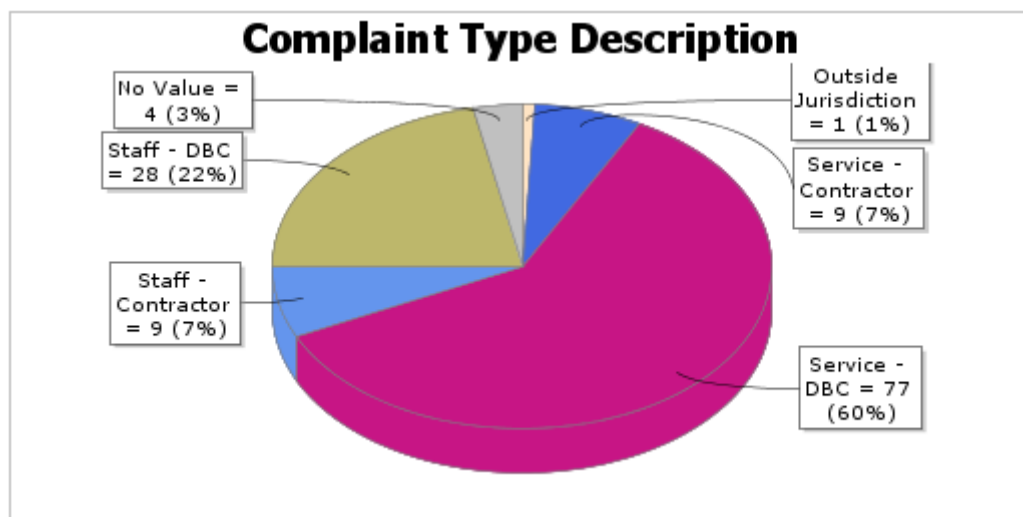


Corporate Complaints 2019/2020

Generated on: 30 September 2020



Stage 1

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
1235 - 4.19	Housing	Alleged maladministration over tenancy and rent	08-Apr-2019	25-Apr-2019	28-May-2019	Stage 1 completed in 33 working days.	Partially Upheld	Stage 1 opened 8 April and closed 28 May 2019.	Payment levels re assessed and increased.
1237	Parks	Misuse of public open space by motor vehicles	15-Apr-2019	09-May-2019				Stage 1 complaint opened 15 April 2019.	Manager confirms that the complaint was dealt with but has not kept a record.
1238 -12.19	Council Tax	Bailiff involved with no prior notice to property	08-Apr-2019	30-Apr-2019	07-May-2019	Stage 1 completed in	Upheld	Stage 1 opened 8 April and closed on 7 May	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		managers				19 working days.		2019.	
1240 -4.19	Housing	Noise nuisance from above flat	15-Apr-2019	09-May-2019	25-May-2019	Stage 1 completed in 26 working days.	Dismissed	Stage 1 opened 15 April and closed 25 May 2019	
1242 4 19	Housing	Alleged problems with housing allocations interview and form completion	26-Apr-2019	20-May-2019	28-May-2019	Stage 1 completed in 20 working days.	Partially Upheld	Stage 1 opened 26 April and closed 28 May 2019.	Staff not providing good enough customer care. Case transferred to another case worker. Staff training undertaken to ensure no repeat of this.
1243 4 19	Elections	Alleged problem with mobile polling station blocking drive	26-Apr-2019	20-May-2019	16-May-2019	Stage 1 completed in 13 working days.	Dismissed	Stage 1 complaint opened 26 April and closed 16 May 2019.	
1246 4 19	Housing	Problems with provisions of lease for property owned by complainant and used for Council accommodation	16-Apr-2019	10-May-2019	24-Apr-2019	Stage 1 completed in 5 working days.	Upheld	Stage 1 opened 16 April and closed 24 April 2019.	Rent reviewed and monthly increase confirmed.
1247 4 19	Housing Rents	Alleged over charging of rent by Council	26-Apr-2019	15-May-2019	29-Apr-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 opened 26 April and closed 29 April 2019.	Complaint dismissed and request to escalate to Stage 2 denied by Sheri Green
1248 5 19	Development Control	Alleged mal administration of planning application.	07-Jun-2019	28-Jun-2019	30-Aug-2019	Stage 1 completed in 70 working days.	Outside Jurisdiction	Stage 1 opened 7 June and closed 30 August 2019.	Originally not treated as a complaint as the Complainant could appeal to Planning Inspectorate against the decision. Complainant subsequently complained about the officer dealing with the case.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
1249 - 5 19	Housing	Alleged issues with allocations and bidding process	02-May-2019	24-May-2019	08-May-2019	Stage 1 completed in 4 working days.	Dismissed	Stage 1 opened 2 May and closed on 8 May 2019.	
1250 5 19	Environmental Protection	Excessive noise from neighbour	05-May-2019	28-May-2019	09-May-2019	Stage 1 completed in 3 working days.	Withdrawn	Stage 1 opened 5 May and closed 9 May 2019.	This is really a service request. The neighbour's behaviour improved and the case was closed with the agreement of the complainant.
1251 - 5 19	Environmental Protection	Alleged incorrect issue of FPN for littering, attitude of enforcement officer, IT link to Council	06-May-2019	23-May-2019	07-May-2019	Stage 1 completed in 1 working day.	Outside Jurisdiction	Stage 1 opened 6 May and closed 7 May 2019.	Referred to contractor to deal with.
1252 5 19	Refuse Collection	Continual missed collection of brown bin.	29-Apr-2019	21-May-2019				Stage 1 opened 29 April 2019.	Manager confirms that the complaint was dealt with but has not kept a record.
1253 -5 19	Housing Repairs	Problems with water supply - leasehold flat - neighbour keeps turning water off, issues with repair service.	08-May-2019	30-May-2019	16-May-2019	Stage 1 completed in 6 working days.	Dismissed	Stage 1 opened 8 May and closed 16 May 2019.	Confirmed that neighbour had cut off water supply but not upheld as Council not aware - separate supply being installed to prevent reoccurrence
1254 -5 19	Housing Services	Alleged failure to maintain leasehold property.	06-May-2019	29-May-2019	13-May-2019	Stage 1 completed in 5 working days.	Dismissed	Stage 1 opened 7 May and closed 13 May 2019.	Letter to complainant explaining responsibilities and charges
1255 5 19	Housing	Overhanging Trees on Council Land	10-May-2019	01-Jun-2019	14-May-2019	Stage 1 completed in 2 working days.	Dismissed	Stage 1 opened 10 May and closed 14 May 2019.	
1256 5 19	Housing	Alleged delay in dealing with Request to write off rent arrears, and poor advice given	09-May-2019	30-May-2019	24-May-2019	Stage 1 completed in 11 working days.	Dismissed	Stage 1 opened 9 May and closed 24 May 2019.	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		by housing officers							
1257 5 19	Refuse Collection Service	Continual failure to collect refuse	14-May-2019	04-Jun-2019				Stage 1 opened 14 May 2019.	Manager confirms that the complaint was dealt with but has not kept a record.
1258 5 19	Housing Services	Damage to furniture caused by removal company acting for Council	15-May-2019	06-Jun-2019	28-May-2019	Stage 1 completed in 8 working days	Dismissed	Stage 1 opened 15 May and closed 28 May 2019.	
1259 5 19	Housing Contractor	Alleged theft of equipment and tools from garage while carrying out repairs to roof.	17-May-2019	05-Jun-2019	29-May-2019	Stage 1 completed in 7 working days.	Dismissed	Stage 1 complaint opened 17 May and closed 29 May 2019.	Complainant advised to contact police as they are alleging theft from garage by contractor
1260 5 19	Refuse collection and Damage to Green bin	Complainant alleges green bin smashed by refuse truck and replaced with smaller inferior brown model.	27-May-2019	13-Jun-2019				Stage 1 opened 27 May 2019.	Manager confirms that the complaint was dealt with but has not kept a record.
1261 5 19	Housing	Damage caused by plasterers in bathroom.	17-May-2019	05-Jun-2019	29-May-2019	Stage 1 completed in 7 working days.	Upheld	Communication issues	Apologies given and £40 decorating voucher given
1262 5 19	Housing Repairs service	Alleged delays in repairing hot water and heating boiler.	18-May-2019	06-Jun-2019	29-May-2019	Stage 1 completed in 6 working days.	Dismissed	Stage 1 opened 18 May and closed 29 May 2019.	Service provided within timescale set as Policy.
1263	Waste and Recycling	Communal rubbish bins have not been collected for over 3 months.	07-Jun-2019	28-Jun-2019	10-Jun-2019	Stage one complaint completed in 1 working day.	Dismissed	Stage 1 complaint opened 7 June 2019 and closed on 10 June 2019.	
1264	Housing	Delays by the council's contractor, TSG, in repairing a tenant's hot water system.	12-Jun-2019	03-Jul-2019	17-Jun-2019	Stage 1 completed in 3 working days	Upheld	Stage 1 complaint opened 12 June and closed 17 June 2019. An apology was issued for the 3-week delay in repairing the hot water	An apology was issued for the 3-week delay in repairing the hot water system.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
								system.	
1265	Housing	Alleged allocation to unsuitable accommodation.	17-Jun-2019	08-Jul-2019	19-Jun-2019	Stage 1 complaint opened 17 June 2019 and Closed on 19 June 2019. 2 working days.	Dismissed	Stage 1 complaint opened 17 June 2019 and Closed on 19 June 2019. 2 working days.	
1266	Housing	Lack of communication by the Housing Solutions team resulting in delays in being able to bid for properties.	17-Jun-2019	08-Jul-2019	05-Jul-2019	Stage 1 completed in 14 working days.	Partially Upheld	Stage 1 complaint opened 17 June and closed 5 July 2019.	The complainant's housing banding was backdated to reflect the advice that should have originally been provided to her.
1267 -6.19	Revenues and Benefits	Conflicting information on benefits issues - back dating of arrears etc.	21-Jun-2019	12-Jul-2019	11-Jul-2019	Stage 1 completed in 14 working days.	Dismissed	Stage 1 opened 21 June and closed 11 July 2019.	
1268	Temporary Accommodation	Poor quality of emergency accommodation and length of stay.	24-Jun-2019	15-Jul-2019	03-Jul-2019	Stage 1 completed in 7 working days.	Upheld	Stage 1 opened 24 June and closed 3 July 2019.	Repairs to property arranged with landlord
1272 7 19	Housing	Alleged injury to runner caused by metal rod protruding into pathway	04-Jul-2019	25-Jul-2019	09-Jul-2019	Stage 1 completed in 3 working days.	Outside Jurisdiction	Stage 1 opened 4 July and closed 9 July 2019.	Referred to insurers for investigation.
1273	Housing Rents	Alleged removal of money from complainants bank accounts by rental service	03-Jul-2019	24-Jul-2019	05-Jul-2019	Stage 1 completed in 2 working days.	Dismissed	Stage 1 opened on 3 July and closed on 5 July 2019.	The complainant had made a payment to his Council Tax account rather than his Housing Rent account. The payments were traced and the accounts reconciled.
1275	Other	Child sustained fall due to footway block having lifted	08-Jul-2019	30-Jul-2019	08-Jul-2019	Stage 1 completed in 1 working	Dismissed	Stage opened and closed on 8 July 2019.	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
						day.			
1276 6 19	Harassment	Complainant accuses a housing officer of harassment relating to ASB and related matters	18-Jun-2019	09-Jul-2019	08-Jul-2019	Stage 1 completed in 14 working days.	Dismissed	Stage 1 opened on 18 June and closed on 8 July 2019.	
1277 7 19	Harassment by contractor	Alleged harassment of member of public by Kingdom contractor	10-Jul-2019	01-Aug-2019			Outside Jurisdiction	Stage 1 opened 10 July 2019.	Referred to contractor. As a result of the production of this report EARS contacted the complainant on 13 August 2020 who confirmed that he had not heard anything from the contractor. EARS have contacted Kingdom and stressed the need to respond to complaints correctly. The complainant has confirmed that he is happy with the outcome.
1279	Housing Repairs	Alleged delays in repairs to hot water and heating system in temporary accommodation	16-Jul-2019	06-Aug-2019	14-Aug-2019	Stage 1 completed in 21 working days.	Partially Upheld	Stage 1 opened 16 July and closed on 14 August 2019.	Arrangements made repairs to be carried out.
1280	Parks and Open spaces	Alleged damage caused by trees and lack of pruning	17-Jul-2019	07-Aug-2019	14-Aug-2019	Stage 1 completed in 20 working days.	Dismissed	Stage 1 opened 17 July and closed 14 August 2019.	
1281	Parks	Alleged damage to property caused by tree roots, condition of adjoining council owned land, treatment of initial enquiry.	17-Jul-2019	07-Aug-2019	25-Jul-2019	Stage 1 completed in 6 working days.	Dismissed	Stage 1 opened 17 July and closed on 25 July 2019.	
1283 8 19	Planning complaint	Complainant alleges mal administration in Planning process to	01-Aug-2019	22-Aug-2019	01-Aug-2019	Stage 1 opened and closed in 1	Dismissed	Stage 1 opened and closed on 1 August 2019.	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		allow development on adjoining property				working day.			
1285 8 19	Housing	Complainant alleges poor service by housing advisors, rudeness, and lack of empathy	31-Jul-2019	20-Aug-2019	14-Aug-2019	Stage 1 completed in 10 working days.	Dismissed	Stage 1 opened on 31 July and closed on 14 August 2019.	
1288 8 19	Housing Advice Service	Alleged failure to respond to emails regarding clients housing options	01-Aug-2019	22-Aug-2019	07-Aug-2019	Stage 1 complaint completed in 4 working days.	Upheld	Stage 1 complaint opened 1 August and closed 7 August 2019.	An apology has been issued for a breakdown in communication on the Council's part and an update of the existing housing need requirements has been provided. The Head of Housing is conducting a review of the case to ensure that the Council meets its obligations to the complainant.
1289	Housing	The complainant has downsized to a smaller property, which he alleges was in a poor condition and has resulted in considerable restorative works having to be carried out after his family had moved in and redecorated.	01-Aug-2019	22-Aug-2019	02-Aug-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 complaint opened 1 August and closed 2 August 2019.	
1290	Housing	Alleged failure of a member of the Housing Solutions Team to understand the background to his application for housing	07-Aug-2019	29-Aug-2019	08-Aug-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 complaint opened 7 August and closed 8 August 2019.	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		on the grounds of homelessness.							
1291 8 19	Planning	Complainant unhappy that his details were published on planning complaints website	08-Aug-2019	30-Aug-2019	22-Aug-2019	Stage 1 completed in 10 working days.	Dismissed	Stage 1 opened on 8 August and closed on 22 August 2019.	Planning practices to be reviewed as a result of GDPR concerns.
1292 8 19	Refuse collection Service	Alleged damage to property and issues relating to refuse collection and attitude of the Contractor	14-Aug-2019	05-Sep-2019	03-Sep-2019	Stage 1 completed in 13 working days.	Partially Upheld	Stage opened 14 August and closed 3 September 2019.	Matter of damaged gate referred to Contractors Insurer.
1293 8 19	Parking	Alleged overcharging at Central Park Car Park	16-Aug-2019	09-Sep-2019	16-Aug-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 opened and closed 16 August 2019.	The complainant paid a car park fee twice in error. One of the fees was refunded.
1294 8 19	Housing	Complainant alleges that delays in housing service will cause her to become homeless	22-Aug-2019	13-Sep-2019	03-Sep-2019	Stage 1 completed in 7 working days.	Dismissed	Stage 1 opened 22 August and closed 3 September 2019.	Complainant contacted and advised of situation re her application.
1297 9 19	Council Tax Rebate	Complainant wants rebate for vacant property extended on a property leased to DBC.	03-Sep-2019	24-Sep-2019	25-Sep-2019	Stage 1 completed in 16 working days.	Partially Upheld	Stage 1 opened 3 September and closed 25 September 2019.	HB Calculation revised and complainant advised of new payment plan.
1298 9 19	Housing	Alleged neglect of relations in sheltered accommodation	27-Aug-2019	17-Sep-2019	05-Sep-2019	Stage 1 completed in 7 working days.	Dismissed	Stage 1 opened 27 August and closed 5 September 2019.	
1299 9 19	Housing / Enforcement	Harassment of residents on estate	05-Sep-2019	26-Sep-2019	25-Sep-2019	Stage 1 completed in 14 working days.	Upheld	Stage opened 5 September and closed 25 September 2019.	Police have been involved, incident with neighbour, ASB on the estate addressed.
1300 9 19	Housing	Complainant allegedly hit head on lighting, which had been lowered by contractor.	09-Sep-2019	01-Oct-2019	10-Sep-2019	Stage 1 completed in 1 working day.	Upheld	Stage 1 complaint opened 9 September and closed 10 September 2019.	Explained contractor actions and referred Complainant to Insurance section. Temporary repair

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
									to be remedied to make safe.
1301 9 19	Housing	Complainant unhappy with attitude of Officer and at current housing situation	09-Sep-2019	26-Sep-2019	12-Sep-2019	Stage 1 complaint opened 9 September and closed 12 September 2019. Completed in 3 working days.	Dismissed	Stage 1 complaint opened 9 September and closed 12 September 2019. Completed in 3 working days.	
1303 - 9 19	Officer Rudeness Housing	Complainant alleges that P Dosad was rude and aggressive toward her at a public consultation meeting	13-Sep-2019	02-Oct-2019	26-Sep-2019	9 days.	Dismissed	Stage 1 complaint opened 13 September and closed on 26 September 2019. Completed in 9 working days.	SG could find no evidence of allegations.
1304 9 19	Housing allocations	Complainant believes that allocations system is not giving her any chance of achieving property	25-Sep-2019	04-Oct-2019	26-Sep-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 complaint opened 25 September and closed 26 September 2019.	
1305	Parking and Regulatory Enforcement	The complainant parked his van illegally in the Civic Centre car park. On returning to the vehicle, he found a warning notice had been fixed to the vehicle displaying his name and address. He alleges that he was surrounded by 4 DBC enforcement staff from the CSU who behaved aggressively and complains that displaying his	03-Oct-2019	24-Oct-2019	23-Oct-2019	Stage 1 complaint completed in 13 working days.	Dismissed	Stage 1 complaint opened 3rd October and closed on 23rd October 2019.	Council Officers within their rights to challenge complainant and film situation

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		particulars broke data protection rules.							
1308 1019	Housing	Complainant alleges ill treatment and rudeness by Housing Officer.	08-Oct-2019	25-Oct-2019	24-Oct-2019	Stage 1 completed in 12 working days.	Dismissed	Stage 1 complaint opened 8 October and closed on 24 October 2019.	
1309 19 10	Housing Repairs	Alleged poor finish to replacement bathroom - water damage etc.	15-Oct-2019	01-Nov-2019	17-Oct-2019	Stage 1 completed in 2 working days.	Dismissed		Damage caused by inappropriate use - bath not designed for shower.
1310 19 10	Parking	Alleged inappropriate use of parking permits by commuters	08-Oct-2019	29-Oct-2019	09-Oct-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 complaint opened 8 October and closed on 9 October 2019.	
1311 19 10	Housing	Complainant alleges misleading information released to her MP by housing allocations	17-Oct-2019	05-Nov-2019	18-Oct-2019	Stage 1 complaint completed in 1 working day.	Dismissed	Stage 1 complaint opened on 17th October and completed on 18th October 2019.	Complainant offered new property through the allocations policy
1313 19 10	Housing Repairs	Complainant alleges poor quality work by contractor and mal administration by Council over repairs charging.	18-Oct-2019	06-Nov-2019	21-Oct-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 complaint opened 18 October and closed 21 October 2019.	
1316	Housing	Alleged loss of phone amongst property stored in a garage following eviction for rent arrears and the clearance of the garage.	30-Oct-2019	20-Nov-2019	04-Nov-2019	Stage 1 completed in 3 working days.	Dismissed	Stage 1 complaint opened on 30 October and closed 4 November 2019.	
1318	Housing	Alleged delay in dealing with a faulty boiler and the length of the out-of-hours services to respond.	04-Nov-2019	25-Nov-2019	06-Nov-2019	Stage 1 complaint dealt with in 2 working days.	Partially Upheld	Stage 1 complaint opened on 4 November and closed on 6 November 2019. Partially upheld.	An apology was issued in respect of the time taken by the out-of-hours service to respond to the complainant's telephone

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
									call. However, the fault was repaired within the Council's specified timescale.
1320	Council Tax	Alleged stress caused by taking enforcement action for Council Tax arrears.	14-Nov-2019	05-Dec-2019	26-Nov-2019	Stage 1 completed in 6 working days.	Dismissed	Stage 1 complaint opened 14th and closed on 26th November 2019.	
1321	Housing	Alleged incorrect assessment of housing need resulting in inability to bid for properties.	15-Nov-2019	06-Dec-2019	19-Nov-2019	Stage 1 completed in 2 working days.	Dismissed	Stage 1 complaint opened 15 November 2019 and closed 19 November 2019.	
1322 11 19	Housing Repairs	Alleged delays in attendance by contractor to repair boiler	18-Nov-2019	09-Dec-2019	28-Nov-2019	Stage 1 completed in 8 working days.	Upheld	Stage 1 complaint opened 18 November and closed 28 November 2019.	Apology offered. Service failures addressed with contractor and training programme put in place.
1323 - 11 - 19	Other	Complainant alleges unreasonable behaviour by caretaker when clearing up after booking, and wants deposit returned in full.	18-Nov-2019	05-Dec-2019	26-Nov-2019	Stage 1 completed in 6 working days.	Dismissed	Stage 1 complaint opened 18 November and closed 26 November 2019.	
1324 11 190	Housing Repairs	Complainant claims that Housing took too long to contact adjoining landlord re leaking heating from upstairs flat causing damage to contents and flat.	25-Nov-2019	12-Dec-2019	27-Nov-2019	Stage 1 completed in 2 working days.	Dismissed	Stage 1 complaint opened 25 November and closed 27 November 2019.	
1325 12 19	Revenues and Benefits	Complaint re financial attachment to earnings to recover owed amount	28-Nov-2019	17-Dec-2019	03-Dec-2019	Stage 1 completed in 3 working days.	Dismissed	Stage 1 complaint opened on 28 November and closed on 3 December 2019.	
1326 19	Housing Rents	Complainant alleges ill-mannered response to	06-Dec-2019	31-Dec-2019	10-Dec-2019	Stage 1 completed in	Dismissed	Stage 1 opened 6 December and closed 10	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		enquiry re amending rent payments				2 working days.		December 2019.	
1327 19	Housing Allocations	Complainant alleges inefficiency and mal administration in dealing with her housing allocation case.	06-Dec-2019	25-Dec-2019	18-Dec-2019	Stage 1 completed in 6 working days.	Dismissed		
1329 19	Council Tax	Complainant alleges summons issued even though Direct Debit set up to pay bill.	13-Dec-2019	01-Jan-2020	16-Dec-2019	Stage 1 completed in 1 working day.	Dismissed	Stage 1 opened 13 December and closed on 16 December 2019.	Officer spoke to complainant and the matter was resolved informally.
1330 19	Enforcement	Complainant alleges rudeness and aggressiveness from Enforcement staff	17-Dec-2019	03-Jan-2020	20-Dec-2019	Stage 1 completed in 3 working days.	Dismissed	Stage 1 opened on 17 December and closed 20 December 2019.	
1331 19	Building Control	Complainant alleges misinformation by BC Officer and additional works necessary.	09-Dec-2019	26-Dec-2019	19-Dec-2019	Stage 1 completed in 8 days.	Dismissed	Stage 1 opened 9 December and closed 19 December 2019.	
1332 19	Housing	Complaint about use of ASB order by tenant.	19-Dec-2019	07-Jan-2020	20-Dec-2019	Stage 1 completed in 1 day.	Dismissed	Stage 1 opened 19 December and closed 20 December 2019.	Complainant warned about use of derogatory language about staff and sent a leaflet on where to seek help for mental health issues.
1333 19	Housing	Alleged harassment from Landlord etc.	29-Nov-2019	20-Dec-2019	20-Dec-2019	Stage 1 completed in 15 days.	Dismissed	Stage 1 opened 29 November and closed 20 December 2019.	Complaint relates to the behaviour of a private landlord. The Council has offered to raise his behaviour with him if the tenant provides his contact details.
1334 19	Housing	Complainant alleges multiple requests for resolution of repairs,	30-Dec-2019	22-Jan-2020	30-Jan-2020	Stage 1 completed in 22 working days.	Partially Upheld	Stage 1 opened 30 December 2019 and closed 22 January 2020.	Partially upheld in respect of the condition of the property and failure to respond to emails.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		relocation due to in unsuitability and removal of drug related litter and failure to respond to emails.							Dismissed in respect of the suitability of the location. Staff processes put in place to ensure timely responses are made to future contact.
1336 20	Housing	Complainant alleges rude behaviour by staff and management in Leasehold Services and challenges liability for paying for roof repairs to a communal building.	02-Jan-2020	21-Jan-2020	08-Jan-2020	Stage 1 completed in 4 days.	Dismissed	Stage 1 opened 2 January and closed 8 January 2020.	
1337 20	Housing Repairs	Complainant seeks a better speedier service for a simple repair	10-Jan-2020	29-Jan-2020	10-Jan-2020	Stage 1 completed in 1 day.	Upheld	Stage 1 opened and closed on 10 January 2020.	An apology has been offered and arrangements made to undertake a comprehensive repair.
1338 20	Housing Repairs	Complainant has been without hot water or heating for 7 days	13-Jan-2020	30-Jan-2020	23-Jan-2020	Stage 1 completed in 8 days.	Upheld	Stage 1 opened 13 January and closed 23 January 2020.	An apology has been offered and arrangements made to repair the boiler.
1339 20	Revenues and Benefits	Alleged miscalculation and maladministration of Housing Benefit and failure to inform her of a change to entitlement as information was emailed rather than posted.	17-Dec-2019	15-Jan-2020	13-Jan-2020	Stage 1 completed in 13 days.	Partially Upheld	Stage 1 opened 17 December 2019 and closed 15 January 2020.	An apology was offered for a slight delay in making a decision on Housing Benefit and for stress caused.
1340 20	Council Tax	Complainant has received summons for unpaid CT for period when property was vacant.	10-Jan-2020	31-Jan-2020	20-Jan-2020	Stage 1 completed in 6 days.	Upheld	Stage 1 opened 10 January and closed 20 January 2020.	An apology has been offered for failure to update records in a timely fashion. Summons cancelled.
1341 20	Housing	Complainant alleges	14-Jan-2020	31-Jan-2020	29-Jan-2020	Stage 1	Dismissed	Stage 1 opened 14	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
	Harassment	harassment by Housing Officer relating to Community Protection Orders				completed in 11 days.		January and closed 29 January 2020.	
1343 20	Environmental Protection	Complainant alleges non response to noise complaint	21-Jan-2020	11-Feb-2020	22-Jan-2020	Stage 1 completed in 1 day.	Dismissed	Stage 1 opened 21 January and closed 22 January 2020.	Relates to a KCC responsibility.
1344 20	Environmental Health	Lack of response to noise complaint.	19-Jan-2020	07-Feb-2020	27-Jan-2020	Stage 1 completed in 5 working days.	Dismissed	Stage 1 opened 19 January and closed 27 January 2020.	Complainant states lack of response to repeated complaints about noise. His complaints were made through a web site called RESOLVER to which the Council does not subscribe. He has been advised to submit his complaint via the Council's procedure.
1346 20	Planning Enforcement	Complainant alleges staff were upset by contact email re enforcement on an adjoining property.	23-Jan-2020	13-Feb-2020	24-Jan-2020	Stage 1 completed in 1 working day.	Upheld	Stage 1 opened 23 January and closed 24 January 2020	Apology offered.
1347 20	Housing	Alleged breach of data protection - released picture of illegally parked vehicle by a neighbour.	24-Jan-2020	14-Feb-2020	07-Feb-2020	Stage 1 completed in 10 working days.	Dismissed	Stage 1 opened 24 January and closed 7 February 2020.	The complainant accused the Council of a breach of data protection by sharing a photo taken by the complainant of his neighbour's illegally parked vehicle. The complaint was dismissed on 7 February but the complainant raised further allegations on 4 March, which were dismissed on 2 April 2020 following advice from Legal Services.
1348 20	Planning	Complainant alleges	29-Jan-2020	19-Feb-2020	14-Feb-2020	Stage 1 completed in	Dismissed	Stage 1 opened on 29 January and closed on 14	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		poor service from Planning Officer and failure to follow correct processes.				12 working days.		February 2020.	
1349 20	Housing	Complainant alleges dangerous dogs in her block of flats - children at risk	31-Jan-2020	20-Feb-2020	12-Feb-2020	Stage 1 completed in 8 working days.	Dismissed	Stage 1 opened on 31 January and closed on 12 February 2020.	Complainant alleged that dangerous dogs were being kept in communal areas but provided no details. Response sent on 12 February 2020 seeking further information. Further online complaint was submitted on 6 July 2020 objecting to paying charges made to tenants for maintaining communal grounds. Response sent 8 July 2020 dismissing this aspect of the complaint.
1350 20	Parking / Enforcement	Complainant alleges mistaken issue of PCN as Blue Badge on display	03-Feb-2020	24-Feb-2020	28-Feb-2020	Stage 1 completed in 19 working days.	Dismissed	Stage 1 opened 3 February and closed on 28 February 2020.	
1351 20	Housing	Alleged rudeness by housing staff	10-Feb-2020	27-Feb-2020	12-Feb-2020	Stage 1 completed in 2 working days.	Dismissed	Stage 1 opened 10 February and closed 12 February 2020.	
1353 20	Housing Repairs	Alleged misinformation given by night response service to water leak in council property affecting electric supply	24-Jan-2020	14-Feb-2020	05-Feb-2020	Stage 1 completed in 8 working days.	Upheld	Stage 1 opened 24 January and closed 5 February 2020.	Apology offered. Contractor reminded of the correct procedure and training has been provided.
1354 20	Housing /Garage Repairs	Complainant alleges neglect of garages and deterioration of whole area	11-Feb-2020	28-Feb-2020	12-Feb-2020	Stage 1 completed in 1 working day.	Dismissed	Stage 1 opened 11 February and closed 12 February 2020.	
1357	Housing	Complaint relates to	17-Feb-2020	03-Mar-2020	18-Feb-2020	Stage 1	Dismissed	Stage 1 opened on 17	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		anti-social parking and behaviour on a council estate and alleged rude behaviour of Housing staff.				completed in 1 working day.		February and closed on 18 February 2020.	
1359	Parking Enforcement	The complainant alleges that parking enforcement officers are themselves parking illegally when issuing penalty notices to other motorists thereby setting a bad example.	17-Feb-2020	09-Mar-2020	12-Mar-2020	Stage 1 completed in 18 working days.	Dismissed	Stage 1 complaint opened 17 February and closed on 12 March 2020.	Response delayed due to problems experienced in contacting the complainant.
1360	Revenues and Benefits	The complainant alleged that the Council provided him with inaccurate information on how to apply for universal credit resulting in him receiving a court summons and that the Council sought to evict him for rent arrears.	07-Feb-2020	28-Feb-2020	17-Feb-2020	Stage 1 completed in 6 working days.	Dismissed	Stage 1 opened on 7 February and closed on 17 February 2020.	The complainant approached the Ombudsman who declined to investigate, as there is a right of appeal to a tribunal.
1361	Housing	Alleged failure to complete decoration works to the complainant's bathroom and cancellation of 8 appointments by the contractor.	19-Feb-2020	09-Mar-2020	20-Feb-2020	Stage 1 completed in 1 working day.	Dismissed	Stage 1 complaint opened 19 February 2020 and closed on 20 February 2020.	
1362	Enforcement & Regulatory Services	The complainant admits to dropping a cigarette butt down a drain, resulting in being given a litter enforcement fine, but	20-Feb-2020	12-Mar-2020	24-Feb-2020	Stage 1 completed in 2 working days.	Outside Jurisdiction	Stage 1 complaint opened on 20 February and closed on 24 February 2020.	Passed to Kingdom for resolution in accordance with the SLA.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		claims that he was unaware that this was prohibited and believed that he was acting responsibly. He is seeking cancellation of the penalty.							
1363 20	Housing Homeless	Complainant alleges lack of assistance from Housing re homelessness	26-Feb-2020	18-Mar-2020	10-Mar-2020	Stage 1 completed in 9 working days.	Upheld	Stage 1 opened 26 February and closed 10 March 2020.	Delay to processing the application caused by being handled by a temporary employee. Apology offered and case expedited.
1365 3 20	Housing	Complainant requests re housing or substantial adaptations, and alleges abuse from visiting workman and warden.	10-Mar-2020	31-Mar-2020	13-Mar-2020	Stage 1 completed in 3 working days.	Dismissed	Stage 1 opened 10 March and closed 13 March.	Further response sent on 24 March 2020 to repetition of the original complaint submitted on 18 March 2020.
1368	Housing : Garage	Complainant unhappy that garage is to be demolished	12-Mar-2020	02-Apr-2020	12-Mar-2020	Stage 1 completed in 1 working day.	Dismissed	Stage 1 opened and closed on 12 March 2020.	
1372	Housing	Alleged rudeness by call centre staff	20-Mar-2020	14-Apr-2020	23-Mar-2020	Stage 1 completed in 1 working day.	Dismissed	Stage 1 opened 20 March and closed 23 March 2020.	
1373	Housing	Complaint re out of hours service	25-Mar-2020	17-Apr-2020	26-Mar-2020	Stage 1 completed in 1 working day.	Upheld	Stage 1 opened 25 March and closed 26 March 2020.	Apology offered and call handlers given further training.

Stage 2

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
1241 - 4 19	Refuse Collection	Alleged failure to collect Brown Bin	26-Apr-2019	15-May-2019	11-Jun-2019	Stage 1 completed in 6 working days. Stage 2 completed in 30 working days.	Upheld	Stage 1 opened 15 April and closed on 23 April 2019. Dismissed. Stage 2 opened 26 April and closed 11 June 2019. Upheld.	Apology offered.
1244 4 19	Housing Management	Alleged problems with ASB from neighbour and Council's lack of response to this.	20-May-2019	06-Jun-2019	29-May-2020	Stage 1 completed in 9 working days. Stage 2 completed in 6 working days.	Dismissed	Stage 1 opened 24 April and closed 8 May 2019. Dismissed. Stage 2 opened 20 May and closed 29 May 2019. Dismissed.	
1245 4 19	Housing Repairs contractor	Alleged threats by Contractor	24-Apr-2019	23-May-2019	28-Sep-2020	Stage 1 completed in 2 working days. Stage 2 completed in 22 working days.	Dismissed	Stage 1 opened 17 April and closed 23 April 2019. Dismissed. Stage 2 opened 24 April and closed 28 May 2019. Dismissed.	
1287	Revenue Services	Complainant is unhappy at choice of ways they can pay their Council Tax and are accusing council of discrimination against disabled	31-Jul-2019	19-Aug-2019	03-Sep-2019	Stage 1 completed in 5 working days. Stage 2 completed in 6 working days.	Dismissed	Stage 1 complaint opened 18 July and closed 25 July. Complaint dismissed. Stage 2 opened 31 July and closed 7 Aug 2019. Complaint dismissed.	
1296 9 19	Housing / Homelessness storage costs	Complainant has accepted relocation to Bradford and has now claimed that DBC has erroneously disposed	06-Sep-2019	04-Oct-2019	29-Jan-2020	Stage 1 completed in 17 working days. Stage 2 completed	Partially Upheld	Stage 1 opened 5 August and closed 29 August 2019. Dismissed. Stage 2 opened 6 September and closed 4 October 2019.	An offer of recompense made but rejected by complainant. Appeal to the Council's designated

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		of her possessions left in a garage, which was not paid for.				in 20 working days.		Partially upheld.	person was rejected.
1302	Waste & Parks	Repeated missed recycling collections.	16-Sep-2019	15-Oct-2019	14-Oct-2019	Stage 1 complaint completed in 5 working days. Stage 2 complaint completed in 19 working days.	Partially Upheld	Stage 1 complaint opened 12 July 2019 and closed on 19 July 2019. Stage 1 completed in 5 working days. Complaint dismissed. Stage 2 complaint opened on 16 September and 14 October 2019. Dismissed.	Instruction to Contractor and information to the complainant re recycling process etc.
1314	Housing	Allegation that the communal rear door entrance did not meet safety regulations and that the anti-slam mechanism had failed resulting in broken glass injuring the complainant's 10 year old disabled son requiring hospital treatment.	15-Nov-2019	16-Dec-2019	27-Nov-2019	Stage 1 completed in 1 working day. Stage 2 terminated.	Dismissed	Stage 1 complaint opened 28 October and a response was sent on the same day. Stage 1 complaint closed 28 October 2019. Complaint dismissed. Stage 2 complaint opened 11 November 2019. Stage 2 investigation was terminated on 27 November 2019 as the matter was referred to the Council's insurers.	Referred to the Council's insurers
1315	Housing	Failure to deal with fly tipping in the communal bins at the complainant's flats.	19-Nov-2019	06-Dec-2019	16-Dec-2019	Stage 1 completed in 5 working days. Stage 2 completed in 21 working days.	Dismissed	Stage 1 complaint opened 7 November 2019 and closed on 15 November 2019. Complaint dismissed. Stage 2 opened 19 November and closed 16 December 2020.	
1319	Housing	Denial of ability to purchase a property under right-to-buy legislation.	15-Nov-2019	16-Dec-2019	11-Dec-2019	Stage 1 complaint dealt with in 4 working	Dismissed	Stage 1 complaint opened on 27 September and closed on 3 October 2019. Complaint dismissed.	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
						days. Stage 2 completed in 18 working days.		Stage 2 complaint opened 15 November and closed 11 December 2019.	
1345 20	Housing	Complainant alleges lack of action over numerous reports of ASB / Crime / Harassment by their neighbour.	29-Jan-2020	26-Feb-2020	16-Mar-2020	Stage 1 completed in 3 days. Stage 2 completed in 36 working days.	Partially Upheld	Stage 1 complaint opened 25 January and closed on 29 January 2020. Dismissed. Stage 2 opened on 29 January 2020 and closed on 16 March 2020.	The complaint relates to anti-social behaviour and criminal damage by a neighbour. The complaint fell between agencies including the police and housing. Stage 2 concluded that the Housing Department could have issued an ASB warning to the neighbour in a more timely fashion. An apology was offered and an ASB warning issued.
1355 20	Housing Void condition	Allocated house in v poor condition and not fit for habitation.	26-Feb-2020	16-Mar-2020	20-Mar-2020	Stage 1 completed in 5 working days. Stage 2 completed in 17 working days.	Dismissed	Stage 1 opened on 6 February and closed on 13 February 2020. Stage 2 opened 26 February and closed on 20 March 2020.	
1356	Waste & Recycling and Parking Enforcement	The complainant alleges missed bin collections and damage to property arising as a result of bins being blown around during storm Ciara plus repeated problems with inconsiderate parking along Providence Street, Greenhithe.	14-Feb-2020	13-Mar-2020	07-Mar-2020	Stage 1 completed in 2 working days. Stage 2 completed in 15 working days.	Partially Upheld	Stage 1 complaint opened and closed 10 February 2020. Dismissed. Stage 2 opened 14 February and closed 7 March 2020. Partially upheld.	Dismissed in relation to complaint about parking regulations. Upheld with regard to missed bin collections. Arrangement made to collect bins. The complainant was advised of how to claim for damage to his car caused by blown bins.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
1358	Housing	Refusal to repair storm damage to the complainant's fence.	25-Feb-2020	24-Mar-2020	20-Mar-2020	Stage 1 completed in 1 working day. Stage 2 completed in 17 working days.	Dismissed	Stage 1 complaint opened and closed 17 February 2020. Dismissed. Stage 2 opened 25 February and closed 20 March 2020. Dismissed.	
1369	Planning	Lack of response to requests for information.	20-Mar-2020	23-Apr-2020	26-May-2020	Stage 1 completed in 3 working days. Stage 2 completed in 43 working days.	Upheld	Stage 1 opened 12 March and closed 17 March 2020. Stage 2 opened 20 March and closed 26 May 2020.	Stage 1 dismissed. Stage 2 Upheld. Apology offered.
1369	Planning issues	Alleged delay in provision of details to enable a complaint re planning division.	20-Mar-2020	21-Apr-2020	26-May-2020	Stage 1 completed in 3 working days. Stage 2 completed in 44 working days.	Upheld	Stage 1 opened 12 March and closed 17 March 2020. Dismissed. Stage 2 opened 20 March and closed 26 May 2020. Upheld.	Apology offered.

Stage 3

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
1173	Environmental Health	Complaint about alleged excessive noise during the firework display in Central Park on 3 November 2018.	14-Jan-2019	13-Jun-2019	13-Jun-2019	Stage 1 complaint completed in 16 working days. Stage 2 complaint completed in 25 working days.	Partially Upheld	Stage 1 complaint opened on 5 November 2018 closed 24 Nov 2018. Stage 2 opened 3 December 2018 and closed on 11 January 2019. Complaint partially upheld. Stage 3 initiated and Ombudsman upheld the complaint on 13 June 2019 but felt that the action taken by the council was sufficient to remedy the injustice.	1. That an Env Health officer is present at each SAG meeting. 2. SAGs are properly scrutinised to ensure noise issues can be managed at the event. 3. The Policy for the Use of Central Park is amended to require the event organiser to keep a record of noise testing. 4. That the Policy for the Use of Central Park is provided to all event organisers where there is a potential for noise nuisance and the document should be made available on the website. Stage 3 - Ombudsman upheld the complaint but felt that action taken by the Council was sufficient to remedy the injustice.
1195	Housing	Alleged failure to rehouse the Complainant and her family in accordance with the Council's allocations policy.	03-Jun-2019	20-Jun-2020		Stage 1 opened on 10 January and closed on 11 January 2019. Stage 1 completed in 1 working day. Dismissed. Stage 2 investigation		Stage 1 opened on 10 January and closed on 11 January 2019. Stage 2 investigation opened on 11 January 2019 and closed on 8 May 2019. Stage 3 investigation by Ombudsman opened 3 June 2019.	Complaint referred the Housing Ombudsman in error. Case closed by the Local Government and Social Care Ombudsman on 11 November 2019. Apology issued to complainant for the incorrect referral and staff reminded of the need to refer complainants to the correct Ombudsman service.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
						opened on 11 January 2019 and closed on 8 May 2019. Stage 2 completed in 79 working days. Dismissed. Stage 3 investigation by Ombudsman opened 3 June 2019. Complaint referred the Housing Ombudsman in error. Case closed by the Local Government and Social Care Ombudsman on 11 November 2019.			
1205	Council Tax	Failure to act on information from another authority resulting in delays in issuing a Council Tax bill and subsequently taking aggressive recovery action.	03-Aug-2020	31-Dec-2021		Stage 1 completed in 11 working days.		Stage 1 complaint opened 23 September and closed on 8 October 2019. Dismissed. Stage 2 complaint opened on 9 December 2019. Stage 3 opened 3 August 2020.	
1239 - 4.19	Housing	Alleged problems with Housing allocation and	18-Nov-2019	07-Jan-2020	07-Jan-2020	Stage 2 completed in	Dismissed	Stage 1 not applied. This complaint started at	

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		needs assessment form				20 working days.		Stage 2. Stage 2 opened 15 April and closed 16 May 2019. Dismissed. Stage 3 opened 18 November 2019 and closed 7 January 2020.	
1269	Temporary Accommodation	Complainant alleges harassment by landlord poor housing condition and collusion by housing officers.	07-Feb-2020	28-Apr-2020	28-Apr-2020	Stage 1 completed in 1 working day. Stage 2 completed in 16 working days.	Dismissed	Stage 1 opened 28 June and closed 1 July 2019. Dismissed. Stage 2 opened 5 July and closed 29 July 2019. Dismissed. Stage 3 opened 7 February and closed 28 April 2020. Dismissed.	Advice given to complainant relating to their housing rights and situation relating to repairs to their property.
1278 7 19	Council Tax	Complainant alleges advice and mal administration from council tax officers has led to him incurring large penalty charges and additional council Tax relating to vacancy property.	08-Jul-2019	25-Jul-2019		Stage 1 complaint closed in 19 working days.	Partially Upheld	Stage 1 complaint opened on 8 July 2019 and closed on 2 August 2019. Apology issued for failure to notify the complainant of changes to the amount of Council tax discount and premium applied to his property and the amount of additional Council tax due was written-off by way of compensation. All other aspects of the complaint, including alleged delays during the planning process, were dismissed.	Apology issued for failure to notify the complainant of changes to the amount of Council tax discount and premium applied to his property and the amount of additional Council tax due was written-off by way of compensation. All other aspects of the complaint, including alleged delays during the planning process, were dismissed.
1295	Housing	Complaint that Housing Maintenance provide only morning or afternoon time slots for maintenance repair visits which in this case meant that a Carer had to be present for 5	29-Aug-2019	17-Sep-2019	02-Jun-2020	Stage 1 completed in 2 working days.	Dismissed	Stage 1 complaint opened 29 August and closed 2nd September 2019.	Housing Maintenance have offered to try and give a more precise time for visit if contacted in advance to agree a time.

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
		hours with his client waiting for a visit.							
1307 19 10	Environmental Health	Complainant alleges unfair treatment from EHO and asks for new case officer to be allocated.	03-Oct-2019	22-Oct-2019		Stage 1 completed in 3 working days. Stage 2 completed in 3 working days.	Dismissed	Stage 1 complaint opened 3rd and closed 9th October 2019. Dismissed. Stage 2 complaint opened 14th and closed 18th October 2019. Dismissed.	
1312 19 10	Housing	Complainant alleges problems with neighbour and issues with Housing Benefit calculation	23-Oct-2019	11-Nov-2019		Stage 1 completed in 15 working days. Stage 2 completed in 16 working days.	Dismissed	Stage 1 complaint opened 2 October 21 October 2019. Partially upheld. Stage 2 complaint opened 23 October and closed on 15 November 2019. Complaint dismissed.	Case passed to EHS for noise monitoring, and Housing Benefit for adjustment
1317	Planning	Complaint of alleged maladministration of a planning assessment by a named Planning Officer submitted by the complainant via the Chairman of DC Board.	07-Jul-2020	30-Sep-2021		Stage 1 completed in 12 working days.	Dismissed	Stage 1 complaint opened 4 November 2019 and closed on 20 November 2019. Dismissed. Stage 2 request was rejected by the Director as a matter relating to the interpretation of planning merits rather than failure to apply the correct procedures. Stage 3 complaint opened 7 July 2020.	
1342 20	Housing	Problems with delays in notifying claimant of non-payment of Benefit resulting in DLPS landlord losing income and serving a CCJ on the tenant.	08-Apr-2020	20-Aug-2020	20-Aug-2020	Stage 1 completed in 31 working days. Stage 2 completed in 29 working days.	Dismissed	Stage 1 complaint opened 15 January and closed 27 February 2020. Dismissed. Stage 2 opened 27 February and closed 8 April 2020. Stage 3 opened 8 April and closed 20 August 2020.	Ombudsman not investigating as unlikely to find fault

Reference ID	Service	Description	Opened Date	Due Date	Completed Date	Response Time (working days)	Actual Outcome	Stage History	Action Taken
1364	Housing : Allocations	Complainant alleges mal administration of her housing allocations placing and bad advice given over homelessness	29-Jun-2020	31-Dec-2021		Stage 1 completed in 26 working days. Stage 2 completed in 22 working days.		Stage 1 opened 3 February and closed 10 March 2020. Dismissed. Stage 2 opened 27 April and closed 28 May 2020. Dismissed. Stage 3 opened 29 June 2020.	The complainant requested a stage 2 review on 12 March 2020 but this was overlooked until they chased for a response on 27 April 2020.