

## **Appendix 1 – 6 Main Reasons (Categories) for Complaints**

### **Delay**

- Delay in delivering a service
- Delay in giving advice
- Delay in making a decision
- Delay in taking action
- Delay in providing information
- Delay in responding to letters or emails
- Delay in returning phone calls
- Delay in meeting customer in person
- Other delay problem

### **Failure or refusal**

- Failure or refusal to deliver a service
- Failure or refusal to give advice
- Failure or refusal to make a decision
- Failure or refusal to take action
- Failure or refusal to provide information
- Failure or refusal to respond to letters or emails
- Failure or refusal to return phone calls
- Failure or refusal to meet with customer
- Other failure or refusal problem

### **Quality**

- Service provided but then changed or withdrawn
- Inadequate or incorrect advice given
- Unreasonable decision
- Incorrect decision
- Incorrect action taken
- Inappropriate action taken
- Wrong information provided
- Unclear information provided
- Poor or misleading information given
- Lost documents or files or correspondence
- Late for appointment or visit
- Breach of confidentiality
- Poor Communication
- Loss or damage to property
- Other quality issue

### **Staff conduct**

- Discriminatory behaviour
- Lack of customer care
- Poor customer care
- Rude or aggressive behaviour
- Unhelpful attitude
- Lack of knowledge or training
- Other staff conduct issue

**Access to service or information**

Buildings

Phones

Information brochures or leaflets unavailable

Opening times

Other access to service or information problem

**Policy**

Equalities or diversity issues

Government policy

Health and safety

Local policy or bylaws

Council policy

Cost of service

Other policy problem