

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- Service provided but then changed or withdrawn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