

**Examples of lesson learned from complaint received in 2017/18**

Elections

- Website to be reviewed so that clear advice is provided to electors who are moving to another address in the weeks leading up to an election.
- A closer check needs to be made of the allocation of postal votes.

Environmental Services

- A review of the location and accessibility of pay machines in the Council's car parks required following the introduction of charges for disabled drivers.

Benefits

- Benefits officers need to contact customers prior to the suspension of their claim.

Housing

- Tenants should always be consulted by the Council's contractors before personal possessions are removed from either inside or outside their homes.
- Contractors instructed to avoid short notice cancellation of appointments.
- Tenants should be given a clear indication of the timescale for completion of works to their home.
- Changes need to be made to the pre-installation survey carried out in connection with the installation of new doors and windows to ensure that account is taken of any specific wishes of the tenant.
- Changes need to be made to the procedures for issuing invoices to leaseholders prior to planned works being carried out to their homes to ensure that these provide an accurate assessment of the costs.

Planning

- Officers need to advise applications of any delay in providing pre-application advice.