

Complaint v Service Request

Service	Concern or Problem	Complaint	Why
All	Statutory requirement not followed correctly	Yes	Poor Service delivery
All	Poor attitude or Conduct of Council Staff	Yes	Poor service delivery
All	Dissatisfaction with standard or quality of service provision	Yes	Poor service delivery
CDS/Regulatory	Youths hanging around	No	Reporting a problem
Environment	Bins not emptied	No	Request for service
Environment	Bins not emptied again	Yes	Poor service delivery
Environment	Rubbish overflowing from recycling Bins	No	Reporting a problem
Environment	Rubbish overflowing from recycling Bins still not cleared	Yes	Poor service delivery
Environment	Failure to collect recycling waste	No	Reporting a fault
Environment	Failure to collect recycling waste again	Yes	Poor service delivery
Environment	No public toilets open	Maybe	Were they open at the times specified?
Regulatory Services	Noisy neighbours	No	Reporting a problem
Regulatory Services	Noisy neighbours still causing problems	Yes	Poor service delivery
Regulatory Services	Planning Applications and Appeals	No	Statutory process
Regulatory Services	Litter or Fly tipping	No	Reporting a problem
Regulatory Services	Litter or Fly tipping still not cleared	Yes	Poor service delivery
Revs & Bens	Appeal against court orders	No	Statutory process
Revs & Bens	Not happy with council tax charge	No	Statutory process
Revs & Bens	Application for benefit	No	Statutory process
Revs & Bens	Not happy with benefit decision	No	Statutory process
Revs & Bens	Lack of response to benefit decision	Yes	Poor service delivery
Roads	Parking Fine	No	Statutory process
Roads	Lack of response to car parking fine appeals	Yes	Poor service delivery
Roads	Car Parking Fees	No	Customer Feedback
Roads	Street light not working	No	Reporting a fault
Roads	Street light still not working	Yes	Poor service delivery
Roads	Rocks on the road	No	Reporting a problem
Roads	Disruption caused by road works	Maybe	Will need to establish if a complaint may be justified
Roads	Length of time to process a bus pass	Yes	If the time has exceeded normal procedure
Roads	Poor disabled parking facilities and access	No	Reporting a problem
Roads	Neighbours parking across drive	No	Contact the Police
Theatres	Poor performances and shows at Venue Cymru	No	Reporting a problem
Theatres	Poor facilities at Venue Cymru	Yes	Poor service delivery