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Service provided but then changed or withdrawn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