## 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Service provided but then changed or withdrawn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