



North Devon Council

Report Date: 26 September 2022

Topic: Compensation payments

Report by: Senior Communications and Feedback Officer

1. INTRODUCTION

1.1. This is an annual report on compensation payments made to customers through the complaints process from April 2021-March 2022.

2. RECOMMENDATIONS

2.1. Members note the report.

3. REASONS FOR RECOMMENDATIONS

3.1. To keep Members informed of payments made.

4. REPORT

4.1. The existing constitution gives delegated powers to Officers to agree compensation payments following investigation through our complaints procedures, subject to consent from the relevant Head of Service and the Head of Governance

4.2. Compensation is only ever paid out when a customer has used excessive time and trouble to get their complaint resolved or where the investigating officer feels the complaint warrants a refund and/or compensation due to the impact the service failure has had on the customer. Most complaints are resolved without compensation being paid.

4.3. A total of £561 has been paid out in compensation. These covered a variety of services:

- One Trade Waste customer was refunded £60.28 and another £18.90 for missed collections.
- Two customers were refunded for their £40 garden waste permits after issues with the service
- A bulky waste customer was refunded £17 for a missed collection
- Two customers were offered £30 each for errors in council tax processes

- £250 was awarded to a customer due to slow response to a planning application
- Three customers had their £25 parking fines refunded

4.4. 32 customers have had garden permits extended at a cost of £2,200 for missed garden waste collections.

4.5. One customer accepted some flowers after she tripped over in a car park and one customer was offered a day's free parking due to unclear instructions on charging leading him to overpay.

5. RESOURCE IMPLICATIONS

5.1. As outlined in main report.

6. EQUALITIES ASSESSMENT

6.1. n/a

7. ENVIRONMENTAL ASSESSMENT

7.1. n/a

8. CORPORATE PRIORITIES

8.1. Improving customer focus – this report identifies areas where there has been service failure and therefore gives the services an opportunity to improve.

9. CONSTITUTIONAL CONTEXT

9.1. Part 3 Annexe 2 para 12.2

10. STATEMENT OF CONFIDENTIALITY

10.1. This report contains no confidential information or exempt information under the provisions of Schedule 12A of 1972 Act.

11. BACKGROUND PAPERS

11.1. All relevant records are stored within the council's Pentana system

12. STATEMENT OF INTERNAL ADVICE

12.1. The author (below) confirms that advice has been taken from all appropriate Councillors and Officers: Helen Owen, Senior Communications and Feedback Officer