

Details of the complaints received by the Corporate Complaints Unit to date (July 2008).

Complaint Details	Date Received	Due date	Status	Resp sent	Date escalated	Compo Y/N	Amount	Date paid
1. Customer called in office today wishing to log a complaint about freedom pass. she has been without her pass from 31 May 2008 and has incurred £20 charge via oyster card for travel.	10-Jun-08	24-Jun-08	pending	07.07.2008		Yes	£248.00	
2. customer would like to complaint about the lack of communication and disorganisation. Delivered relevant information to support application and three weeks later the department phoned to say that they have lost the evidence.	06-Jun-08	20-Jun-08	Pending	14.07.2008		Yes	£75.00	
3. Customer case worker called requesting information in regards to her clients freedom pass.	11-Jul-08	25-Jul-08	Open					
4. Customer issued with a London only pass. However, customer visits his daughter in Norwich and therefore he needs a national pass.			Open					
5. Customer called in requesting information regarding delays of pass, response was sent as customer received her pass 31/5/08.	29-May-08	12-Jun-08	Closed	07.07.2008		No		
6. Customer called in requesting information. Response was sent out on 7/7/08 explaining why there has been a delay in the issuing of pass.	16-Jun-08	30-Jun-08	Closed	07.07.2008		No		
7. customer has experienced a lot of distress and more hassle when she upgrades and it's an "error" which could have been avoided, if someone used their brain and eyes and therefore checked it all up, customer expects written apology from the council as well as her letter for a national bus pass	03-Jul-08	17-Jul-08	Open					

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<p>8. Customer called this morning complaining that he has called about 20 times trying to sort his freedom pass, messages were taken but no one bother to return his calls or messages. He states that he's going in to hospital Friday and would appreciate if this be looked into as soon as and that he will have to take a cab into hospital. I advised customer to retain as much receipt as he can and mail them to us so that when his pass is issued we can hopefully reimburse his expenses.</p>	16-Jul-08	26-Jul-08	Open					
<p>9. Customer called to log a stage 1 complaint on behalf of her daughter as she has not yet received her pass, Customer claimed that she hand delivered the documents to WOSS at the end of March but is yet to receive any sort of response</p>	02-Jul-08	16-Jul-08	Open					
<p>10. Customer support worker called requiring information about clients pass. Support worker was advised that I would follow progress.</p>	16-Jul-08	26-Jul-08	Open					
<p>11. social worker for a mental health team called. The application for the replacement was made in November 21st 2007 and receipt was acknowledged on November 26th. On the 20th February 2008 we were finally asked to bring in photos and told the pass authorisation would be sent within two weeks. This never arrived.</p>	02-Jul-08	16-Jul-08	Open					
<p>12. Customer called in today stating that he has been waiting for his pass for 5mths, he recently visited WOSS had was told that the letter was sent out on Monday, but it is now Friday and he still hasn't received a letter.</p>	18-Jul-08	01-Aug-08	Open					

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13. Customer called in to log a complaint regarding delay in issuing her pass on 3 April, customer was responded to and offered compensation of £158.80	03-Apr-08	17-Apr-08	Pending			Yes	£158.80	
14. I received a call from customer stating that he applied for a renewal in February. The council wrote to his GP in requesting proof of his disability. Then, his GP replied to the council by sending proof of his medical documents to the council on 29 March 2008. Until now, he has not heard anything	19-Jun-08	03-Jul-08	Pending	14.07.2008		Yes	£75.00	
15. customer wishes to log a formal complaint as to why her son has not received his renewed freedom pass on time. She is complaining about having to pay £3.50 for her son on the bus yesterday. She also stated that last time, they had to get off the bus as the driver didn't allow him on. She added that with her son's disabilities (severe difficulties), she doesn't want him to go through all these confrontations with the driver. She said that it is disgusting the way that his renewal pass is being dealt with and being badly treated by the council.	11-Jun-08	25-Jun-08	Pending			Yes	£268.00	
16. I received a call from customer whom stated that he applied for a new Freedom Pass with Southwark on 14 February 2008 (the previous one was from Islington). He handed in a duplicate of his application form to the AHO on the 28 May 2008.	03-Jul-08	17-Jul-08	Open					

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17. Customer Compensation covers the period from 31 May but not beforehand. The customer filled the application form in to have a Disability Freedom pass issued on 15 January 2008 The completed form from the GP was returned on 19th Feb. She received the letter for collection of her Disability Freedom Pass on 24th June. It is clearly an unacceptably long period of time for someone eligible for a Disability Freedom Pass to have been without one.	24-Jun-08	08-Jul-08	Pending			Yes	£161.54	
18. Customer called stating that he has not received his renewed pass yet. He mentioned that he travels a lot and spending a lot of money on the bus fares	23-Jun-08	07-Jul-08	Pending	10.07.2008		Yes	£248.00	
19. Customer applied for a renewal back in March 08 and she was enquiring when will she receive a new one. She said that she is paying bus fares but I advised her to keep hold of her tickets for refund.	20-Jun-08	04-Jul-08	Open					
20. I received a phone call from the above who stated that he has applied for renewal of his freedom pass since 31st March 2008. He also mentioned that he was told by the department, at this time (March 2008) to carry on using the expired pass for two more months as they were very busy.	11-Jun-08	25-Jun-08	Closed	09.07.2008		No		
21. Customer called to log a stage 1 complaint on the 16 June 2008, response was sent and £63.71 offered in compensation	16-Jun-08	30-Jun-08	Pending	26.06.2008		Yes	£63.71	
22. received a telephone call from customer case worker, I understand she spoke to you yesterday about her 3 clients and the difficulties they have experienced with the receipt of their passes.	12-Jun-08	26-Jun-08	Pending	14.07.2008		Yes	£292.60	

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23. I received a call from the above stating that she has not received her renewal pass which she applied on 31 March 2008. She mentioned that she was told that the pass will still be valid by 31 May 2008.	13-Jun-08	27-Jun-08	Open					
24. Customer called this morning wanting an update, I advised him that on the spreadsheet we were awaiting a response from his GP and he stated that the GP replied weeks ago.	02-Jul-08	16-Jul-08	Open					
25. Customer called earlier stating that he has not received his pass. His application was sent to the council 2 months ago	16-Jun-08	30-Jun-08	Pending	14.07.2008		Yes	£292.60	
26. I received a call from customer who stated that she has not received her freedom pass yet. She mentioned that last week she received a green copy through the post but she has not heard anything as to when delivery will be made.	13-Jun-08	27-Jun-08	pending	07.07.2008		Yes	£190.66	
27. Customer called in to request an update, Customer has received pass and offered compensation	09-Jun-08	23-Jun-08	Pending	10/06/08		Yes	£69.20	
28. Customer lost his freedom pass on the 19 th of November last year. He reported this to the Police, he then applied to the Council for a replacement freedom pass ... and then nothing happened at all until the renewal process this year. This means that for about 5 months that customer was without a freedom pass and had to pay all his fares.	09-Jul-08	23-Jul-08	Open					
29. received a telephone call from customer care worker, I understand she spoke to you yesterday about her 3 clients and the difficulties they have experienced with the receipt of their passes.	12-Jun-08	26-Jun-08	Pending	07.07.2008		Yes	£248.00	

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30. received a telephone call from customer case worker, I understand she spoke to you yesterday about her 3 clients and the difficulties they have experienced with the receipt of their passes.	12-Jun-08	26-Jun-08	Pending	07.07.2008		Yes	£184.29	
31. Cllr called to on behalf of customers to request information in the delay of pass being issued.	10-Jul-08	24-Jul-08	Open					