

	<b>COMPLAINTS LESSONS LEARNT</b>	
<b>Date received</b>	<b>Overall outcome</b>	<b>Lesson/Action taken</b>
13/01/2016	Not upheld	Wording on website revised
12/01/2016	Upheld	Guidance on content of Area Office reports improved for staff
01/12/2015	Upheld	Improved arrangements for public meetings
04/11/2015	Upheld	Need to meet commitments to customers where there is an arrangement to call them back
21/10/2015	Partially upheld	Training for new staff refreshed
04/08/2015	Not upheld	Guidance note prepared for staff to help deal with persistent complainants