By parish

Total

## **Corporate Complaints**

Table 1 – Summaries of complaint type July – December 2015

By type of complaint	Total
Quality unacceptable	6
Failed to do	
something	1
Delays receiving	
service	
Discourteous	
Challenge to	
unacceptable	2
decision	
Other	

By remedy	Total	
Agreed solution with		
customer	1	
Apology and put right	1	
Explanation provided	7	
Financial compensation		
Review of practice		
Not Listed		
Other		
Not Specified		

Bishops Cleeve	2
Churchdown	2
Great	1
Washbourne	
Gretton	1
Little Witcombe	1
Worcester	1
Not specified	1

By channel	Total	
Email / website	5	
Letter	3	
Phone	1	
Blank		

**Table 2 – Trend**Previous updates to this Committee on corporate complaints are listed below:

Reporting Period	Total complaints	Response within target time	Complaints upheld	Number of appeals	Appeals upheld
Jan – June 2014	28	18 (64%)	4 (14%)	3	0
July – Dec 2014	20	9 (45%)	1 (5%)	4	0
Jan –June 2015	15	7 (46%)	2 (13%)	0	0
July - Dec 2015	9	3 (33%)	0 (0%)	0	0