

Formal complaints received April 2016 to March 2017

1) Breakdown by service:

Service area	Total complaints	Within target	Outside target	Justified	Partially justified	Not justified	Complaint appeals (stage two)	Stage two outcome
Customer Services	3	3	0	1	2	0	0	-
Environmental Health	4	4	0	0	2	2	0	-
Grounds Maintenance	5	4	1	1	2	2	1	Not justified 1
Housing	3	2	1	0	0	3	1	Not justified 1
Planning	16	13	3	2	9	5	6	Not justified - 4 Partially - 2
Waste and recycling	51	48	3	29	18	4	1	Justified - 1
Community Services	1	1	0	0	0	1	0	-
Revenues & Benefits	8	8	0	0	4	4	0	-
Property	6	5	1	2	1	3	1	Justified - 1
Parking	4	4	0	1	1	2	0	-
ICT	2	2	0	1	1	0	0	-
One Legal	3	3	0	0	0	3	1	Not justified - 1
Not TBC	5	5	0	-	-	-	-	-
Totals	111	102	9	37	40	29	11	-

2) Nature of complaint and remedy

By nature of complaint	Total
Delay in responding to the enquiry or request	4
Failure to provide a service	35
The standard of service	41
Customers treatment by or attitude of a member of staff	12
Council failure to follow proper procedure	11
Other	3
Total	106

By remedy	Total
Apology & explanation provided	36
Financial compensation	1
Agreed solution with customer	12
Review of practice	22
Other	7
Not specified	1
Total	77

Stage 2 by remedy

By remedy	Total
Apology & Explanation provided	6
Agreed solution with customer	1
Other	2
Not specified	2
Total	11

Summary of lessons learnt:

- Staff instruction and training
- Improved communication
- Review and improved processes
- Raise awareness including website information