

Corporate Complaints

Table 1 – Summaries of complaint type January - June 2015

By type of complaint	Total	By remedy	Total	By parish	Total
Quality unacceptable	9	Agreed solution with customer	2	Shurdington	1
Failed to do something	1	Apology and put right	2	Tewkesbury	6
Delays receiving service	2	Explanation provided	5	Hucclecote	1
Discourteous	1	Financial compensation	0	Churchdown	2
Challenge to unacceptable decision	1	Not Listed	5	Bishops Cleeve	1
Other		Other		Not specified	3
Total	14	Total	14	Total	14

By channel	Total
Email / website	4
Letter	8
Phone	2
Total	14

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 2012	42	26 (62%)	9 (21%)	5	Not reported
July – Dec 2012	18	12 (66%)	6 (33%)	2	Not reported
Jan – June 2013	18	10 (55%)	5 (28%)	3	Not reported
July – Dec 2013	23	9 (39%)	3 (13%)	5	Not reported
Jan – June 2014	28	18 (64%)	4 (14%)	3	0
July – Dec 2014	20	9 (45%)	1 (5%)	4	0
Jan – July 2015	14	10 (71%)	1 (7%)	1	0