

ANNEXE 2

Complaints received by Waverley in 2009/10 - by service area and level and % responded to within target

Service area	Quarter 1				Quarter 2				Quarter 3				Quarter 4			
	L1	L2	L3	LGO	L1	L2	L3	LGO	L1	L2	L3	LGO	L1	L2	L3	LGO
Housing Options	1	2	1		1	1							1		1	1
Housing planned maintenance	2	5	2		3	1			3	2			2			
Housing responsive repairs	4	1	1		4	3	1		3	2	2		1	1		
Housing strategy and enabling																
Rent collection	1					1	1			1					1	
Tenancy and estates management	4	4	3		5	4		1	1	3	2	1	3	1	3	
Planning development control	4	6	6	1	10	2	1		4	7	1		9	3	1	
Planning enforcement	1	1								1	1		1		1	
Planning policy		1						1								
Building control																
Car parks and on-street parking	1				3	1							3	1		
Land drainage, engineering																
Benefits	1		1		2	1			1					1		
Business rates																
Council tax	1	2	2		1	2	1				1		2			
Care and repair																
Environmental health	1	1			6	1	1		2					1		
Committee services																
Electoral services																
Freedom of information					1											
Legal services																
Licensing																
Environmental services	3	1			4	1			3	3			22	6	1	
Grounds maintenance																
Parks and landscape management	1				2								3			

Service area	Quarter 1				Quarter 2				Quarter 3				Quarter 4			
	L1	L2	L3	LGO	L1	L2	L3	LGO	L1	L2	L3	LGO	L1	L2	L3	LGO
Arts, culture and museums																
Countryside		1							1							
Sport and recreation	1								1		1			2		
Youth services																
Locality offices	1															
Property facilities management																
Community care														1		
Community transport																
Waverley training services																
Human resources	1								1							
Insurance																
Communications																
Website	1															
Sub totals	29	25	16	1	42	18	5	2	20	19	8	1	47	17	8	1
Totals for each quarter	71				67				48				73			
Total for 2009/10	259															
% responded to within target of 10 wkg days (figures for 2008/09 in brackets)	93% (68%)				94% (80%)				90% (94%)				90% (94%)			

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