

## ANNEXE 3

### Outcome of complaints received by Waverley in 2009/10

	Total	Upheld	Not Upheld	Partly upheld
<b>Service area</b>				
Housing Options	9	1	6	2
Housing planned maintenance	20	2	15	3
Housing responsive repairs	23	11	10	2
Housing strategy and enabling				
Rent collection	5	1	3	1
Tenancy and estates management	35	5	24	6
Planning development control	55		40	15
Planning enforcement	6		2	4
Planning policy	2		2	
Building control				
Car parks and on-street parking	9	1	6	2
Land drainage, engineering				
Benefits	7	1	5	1
Business rates				
Council tax	12	3	7	2
Care and repair				
Environmental health	13	1	8	4
Committee services				
Electoral services				
Freedom of information	1	1		
Legal services				
Licensing				
Environmental services	44	8	27	9
Grounds maintenance	1		1	
Parks and landscape management	5	1	3	1
Arts, culture and museums				
Countryside	2		2	
Sport and recreation	5		3	2
Youth services				
Locality offices	1		1	
Property facilities management				
Community care	1		1	
Community transport				
Waverley training services				
Human resources	2		2	
Insurance				
Communications				
Website	1		1	
<b>Totals</b>	<b>259</b>	<b>36</b>	<b>169</b>	<b>54</b>
% (% for quarters 2-4 of 2008/09 in brackets)		<b>14%</b> (19%)	<b>65%</b> (57%)	<b>21%</b> (24%)