

Complaints logged between 01/04/2013 and 31/03/2014 and closed in time limit

Service	Service Area	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total
Housing	Responsive repairs	182	39	9	0	228
	Planned maintenance	38	10	2	0	50
	Housing options	10	2	2	0	15
	Estates Service	9	4	2	0	15
	Tenancy Management	4	4	1	1	11
	Rent collection	4	4	0	0	8
	ASB - Housing Related	2	5	0	2	11
	Home Choice (Allocations)	2	2	0	0	4
	Home ownership (RTB)	1	1	1	0	3
	Tenancy and estates management	2	0	0	0	2
	Disabled adaptations	1	0	1	0	2
	Sheltered housing	1	0	0	0	1
	Total		256	71	18	3
Planning	Development Control	23	29	15	2	69
	Planning Enforcement	3	10	2	0	15
	Total	26	39	17	2	84
Environmental Services	Waste	25	6	3	0	31
	Environmental Health	6	2	1	2	11
	Car Parks	2	2	0	0	4
	Recycling	3	0	0	0	3
	Land drainage and engineering and flooding	1	0	0	0	1
	Total	37	10	4	2	53
Elections and Special Projects	Elections	8	0	0	0	8
	Total	8	0	0	0	8
Finance	Benefits	1	2	1	0	4
	Council tax	1	1	1	0	3
	Total	2	3	2	0	7

Service	Service Area	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total
Community Services	Sport and Recreation	0	1	1	0	2
	Parks and landscape management	1	0	0	0	1
	Community Safety/Countryside	0	1	0	0	1
	Countryside	1	0	0	0	1
	Total	2	2	1	0	5
Monitoring Officer	Monitoring Officer	2	0	1	0	3
	Elections	0	0	1	0	1
	Total	2	0	2	0	4
Councillors	Councillors	2	0	1	0	3
	Total	2	0	1	0	3
Organisational Development	Communications	0	1	0	0	1
	Total	0	1	0	0	1
IT, Customer and Office Services	Property	0	1	0	0	1
	Total	0	1	0	0	1
Democratic and Legal Services	Licensing	1	0	0	0	1
	Total	1	0	0	0	1
Total		336	127	45	7	515

	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total closed in time limit
Number closed in time limit	246	83	35	7	371
	73%	65%	74%	100%	71%