

Annexe 4

Closed Complaints Outcomes for 01/04/2013 to 31/03/2014

Service	Service Area	Not Upheld	Partly Upheld	Upheld	Total
Housing	Responsive repairs	61	55	115	230
	Planned maintenance	11	14	22	47
	Housing options	11	4	1	16
	Estates Service	11	2	2	15
	Tenancy Management	7	2	3	11
	Rent collection	6	0	2	8
	ASB - Housing Related	4	2	1	7
	Home Choice (Allocations)	4	0	0	4
	Home ownership (RTB)	2	1	0	3
	Disabled adaptations	0	0	2	2
	Tenancy and estates management	2	0	0	2
	Sheltered housing	1	0	0	1
	Total		120	80	148
Planning	Development Control	53	15	3	70
	Planning Enforcement	9	6	0	15
	Total	62	21	3	85
Environmental Services	Waste	24	2	7	32
	Environmental Health	10	0	2	12
	Car Parks	4	0	0	4
	Recycling	1	0	1	2
	Land drainage and engineering and flooding	1	0	0	1
	Total	40	2	10	51
Finance	Benefits	4	0	0	4
	Council tax	3	0	1	4
	Total	7	0	1	8

Service	Service Area	Not Upheld	Partly Upheld	Upheld	Total
Elections and Special Projects	Elections	3	0	0	6
	Total	3	0	0	6
Monitoring Officer	Monitoring Officer	3	0	0	3
	Elections	1	0	0	1
	Total	4	0	0	4
Community Services	Sport and Recreation	1	0	0	1
	Community Safety/Countryside	0	1	0	1
	Countryside	1	0	0	1
	Parks and landscape management	1	0	0	1
	Total	3	1	0	4
Councillors	Councillors	3	0	0	3
	Total	3	0	0	3
IT, Customer and Office Services	Property	1	0	0	1
	Total	1	0	0	1
Democratic and Legal Services	Licensing	0	1	0	1
	Total	0	1	0	1
Organisational Development	Communications	1	0	0	1
	Total	1	0	0	1
Total		247	105	162	510