

## Closed Complaints from 01/04/2015 to 31/03/2016

Service	Service Area	Complaint Level 1	Complaint Level 2	Complaint Level 3	Ombudsmen - Initial Enquiries	Total
Housing	Responsive repairs	106	24	12	0	142
	ASB - Housing	14	3	3	0	20
	Tenancy Management	13	3	3	1	20
	Estates Service	11	2	1	0	14
	Planned maintenance	7	2	1	1	11
	Home ownership	6	3	2	0	11
	Housing options	7	2	1	0	10
	Rent collection	5	3	0	0	8
	Private sector	1	1	1	0	3
	Home Choice	2	1	0	0	3
	Proposed	2	0	0	0	2
	Service Improvement	2	0	0	0	2
	Disabled adaptations	1	0	0	0	1
	Housing Support	0	0	0	1	1
	Sheltered housing	1	0	0	0	1
	Affordable Housing	1	0	0	0	1
	Housing	1	0	0	0	1
<b>Total</b>	<b>180</b>	<b>44</b>	<b>24</b>	<b>3</b>	<b>251</b>	
Planning	Development Control	9	45	25	4	83
	Planning Enforcement	1	5	0	0	6
	Building Control	0	2	1	1	4
	Planning Policy	0	1	0	0	1
	<b>Total</b>	<b>10</b>	<b>53</b>	<b>26</b>	<b>5</b>	<b>94</b>
Environmental Services	Waste	30	6	1	0	37
	Environmental Health	4	7	4	0	15
	Car Parks	8	6	1	0	15
	Recycling	7	2	1	0	10
	<b>Total</b>	<b>49</b>	<b>21</b>	<b>7</b>	<b>0</b>	<b>77</b>
Finance	Council tax	2	8	6	0	16
	Benefits	3	2	4	1	10
	Other	2	0	1	0	3
	Insurance	1	1	0	0	2
	<b>Total</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>1</b>	<b>31</b>

<b>Elections and Special Projects</b>	<b>Elections</b>	9	8	1	0	18
	<b>Total</b>	<b>9</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>18</b>
<b>Community Services</b>	<b>Countryside</b>	3	1	0	0	4
	<b>Parks and landscape</b>	1	0	1	0	2
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>6</b>
<b>IT, Customer and Office Services</b>	<b>Property</b>	1	2	1	0	4
	<b>Property facilities management</b>	1	1	0	0	2
	<b>Total</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>6</b>
<b>Policy and Governance</b>	<b>Committee Services</b>	0	1	0	0	1
	<b>Freedom of information</b>	0	1	0	0	1
	<b>Total</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Total</b>		<b>263</b>	<b>143</b>	<b>71</b>	<b>9</b>	<b>486</b>