

Appendix B

2018/19 COMPLAINTS	Q1 Total Complaints	Number upheld	Q2 Total Complaints	Number upheld	Q3 Total Complaints	Number upheld	Q4 Total Complaints	Number upheld
Benefits	6	2	5		2	1	1	
Corporate Services								
Council Tax & Recovery	1		1	1	1		2	
Electoral Services								
Environmental Health			2	1			1	
Housing			3		11	4	11	
Legal								
Parking								
Planning (*)	23	2	9	3	22	5	94	75
Street Services	13	5	23	11	5	2	5	1
	43	9	43	16	41	12	114	76

2018/19 COMPLIMENTS	Q1	Q2	Q3	Q4
Benefits			1	1
Corporate Services				
Council Tax & Recovery		2		
Electoral Services				
Environmental Health		1	1	2
Housing	6	5	4	5
Legal			1	
Parking				
Planning				
Street Services	1	1	1	3
	7	9	8	11

Note:

(*) Planning: A significant increase in complaints were recorded during Q4. These related to complaints chasing determinations or missing deadlines. The Chief Executive and Directors have been meeting regularly, and continue to meet, with the Planning Management team to monitor performance management and resources to manage the case load going forward. Worth noting is that complaints within the Planning Service for the first quarter of 2019/20 have dropped to 16 (3 of which were upheld) which supports the management approach adopted.