

Appendix B

2021/22 COMPLAINTS	Q1 Total Complaints	Number upheld/part upheld	Q2 Total Complaints	Number upheld/part upheld	Q3 Total Complaints	Number upheld/part upheld	Q4 Total Complaints	Number upheld/part upheld
Benefits	1	1	1	1	0	0	0	0
Council Tax & Recovery	10	4	10	4	9	4	6	2
Electoral Services	1	0	0	0	0	0	0	0
Environmental Health	9	3	1	0	5	1	5	3
Housing	6	0	8	2	5	1	5	1
Legal	0	0	2	1	0	0	1	0
Planning	11	3	17	7	12	7	11	4
Environmental Services	2	0	4	1	1	1	2	1
	40	11	43	16	32	14	30	11

**Summary of upheld/part upheld complaints**

**Q1 – 11 complaints**

7 - administrative errors, for example, letters sent to wrong addresss, misunderstanding customers instruction, responses not clear

4 - delays in responding, for example, lack of communication and delay caused by departure of officer, delays in dealing with correspondence

**Q2 – 16 complaints**

11 - delays in responding, for example, late responses and customers had to chase responses to correspondence

5 - dissatisfaction with service, for example, lateness of refusal for mutual exchange due to eligibility, delays in pre-app appointments, dissatisfaction with pre-app service

**Q3 – 14 complaints**

4 - administrative errors, for example, errors updating addresses, not notifying of an appeal despite submitting a rep letter

7 - delays in responding, for example, late responses and customers had to chase responses to correspondence

3 - dissatisfaction with service, for example, 4 month wait for Council Tax bill after being advised of occupancy

**Q4 – 11 complaints**

4 - administrative errors, for example, writing to deceased resident when previously notified

4 - delays in responding, for example, late responses and customers had to chase responses to correspondence

3 - dissatisfaction with service, for example, in providing replacement bins

2021/22 COMPLIMENTS	Q1	Q2	Q3	Q4
Economic Development	2			1
Electoral Services		1	2	1
Environmental Health	1			
Environmental Services		2	1	1
Housing			4	
Planning		2	1	1
Uttlesford Norse			5	
	3	5	13	4