

Appendix B

2022/23 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	
Corporate Services	1				1			
Council Tax & Recovery	6	3	1		6	1	4	
Electoral Services								
Environmental Health	1	1			4	1	1	1
Housing	7		11	1	6	1	8	
Legal								
Planning	8	3	7	2	8	5	14	2
Environmental Services					2			
	24	7	20	3	28	8	28	3

Summary of upheld/part upheld complaints

Q1

1 x Council Tax - account wrongly put in arrears
 1 x Council Tax - System incorrectly set up wrong instalment
 1 x Council Tax - incorrect information given at reception

1 x Environmental Health - no response to repeated emails

1 x Planning - incorrect advice given leading to a charge
 1 x Planning - lack of response
 1 x Planning - delay of more than 6 months

Q2

1 x Housing - lack of clarity on repairs

1 x Planning - delay due to high workload
 1 x Planning - lack of officer preparation for hearing

Q3

1 x Corporate Services (ED) - residents not informed re temporary generator

1 x Environmental Health - Officer missed a new business appointment

1 x Housing - Lack of response from Housing Officer

1 x Planning - Lack of response to suspected breach of planning
 1 x Planning - lack of response
 1 x Planning - long time for response
 1 x Planning - long time for response
 1 x Planning - long time for response

Q4

1 x Environmental Health - progress delayed due to officer sickness

1 x Planning - lack of consultation to planning on adjacent property
 1 x Planning - time taken to respond

2022/23 COMPLIMENTS	Q1	Q2	Q3	Q4
Council Tax			1	1
Economic Development				
Electoral Services				1
Environmental Health				
Environmental Services			4	
Housing	1		2	4
Planning				
Uttlesford Norse			1	
	1	0	8	6