

Appendix B

2017/18 COMPLAINTS	Q1 Total Complaints	Number upheld	Q2 Total Complaints	Number upheld	Q3 Total Complaints	Number upheld	Q4 Total Complaints	Number upheld
Benefits	4	1	7	2	1		4	2
Corporate Services							1	
Council Tax & Recovery	3		1				2	
Electoral Services								
Environmental Health	3		4				1	
Housing	6	1	6	2	5		7	3
Legal								
Parking								
Planning (*)	5	1	12	1	11		7	5
Street Services	9	6	14	2	16		47**	8
	30	9	44	7	33	0	69	18

2017/18 COMPLIMENTS	Q1	Q2	Q3	Q4
Benefits	2			1
Corporate Services		2	1	3
Council Tax & Recovery	1	1		
Electoral Services	1			
Environmental Health		2	4	9
Housing	1	1	8	8
Legal				
Parking				
Planning			1	2
Street Services	5	3	6	21
	10	9	20	44

Note:

(*) Planning: whilst 35 complaints is a large number analysis by CMT does not identify any particular trends

(**) Quarter 4: significant increase in complaints is due to the suspension of the refuse collection service during periods of inclement weather.

In the same period there was also a rise in the number of compliments whereby members of the public praised the Street Services team and a number of these also praised the Communications Team for their efforts.