

**Customer Complaints and Praise Monitoring – 2015/16**  
**As at Quarter 4 (1<sup>st</sup> January 2016 – 31<sup>st</sup> March 2016)**

<b>Customer Complaints and Praise</b>							
	<b>Access to Services</b>	<b>Built Environment</b>	<b>Corporate Leadership</b>	<b>Governance, Assets and Public Spaces</b>	<b>Policy and Performance</b>	<b>Regulatory Services</b>	<b>Overall Total</b>
<b>Customer Complaints</b>							
<b>Number of justified/partially justified complaints received in Q4</b>	9	3	0	2	1	4	<b>19</b>
<b>Categories of Complaints</b>	4 x Benefits	1 x Customer service given by team		2 x Land Charges	1 x Miscellaneous	1 x Environmental Protection	
	3 x Council Tax	2 x DM Professional				1 x Licensing	
	2 x Customer Services					1 x Planning Enforcement	
						1 x Public Sector Housing	
<b>Number of justified/partially justified 1<sup>st</sup> stage complaints responded to in Q4 (N.B This will include complaints received in previous quarters)</b>	9	3	0	2	1	5	<b>20</b>
<b>Average number of days taken to respond to those 1<sup>st</sup> stage complaints that have been responded to during Q4 (N.B This will include complaints received in previous</b>	6 days	7 days		2 days	6 days	9 days	<b>7 days</b>

<b>Customer Complaints and Praise</b>							
	<b>Access to Services</b>	<b>Built Environment</b>	<b>Corporate Leadership</b>	<b>Governance, Assets and Public Spaces</b>	<b>Policy and Performance</b>	<b>Regulatory Services</b>	<b>Overall Total</b>
quarters)							
<b>Percentage of 1<sup>st</sup> stage complaints responded to within the 10 day target</b>	100%	67%		100%	100%	80%	<b>90%</b>
<b>Reasons</b>							
<b>Complaints reopened in Q4 2015/16</b>							
<b>Total number of justified/partially justified 2<sup>nd</sup> stage complaints in Q4 2015/2016</b>	0	2	0	0	0	0	<b>2</b>
<b>Number of justified/partially justified 2<sup>nd</sup> stage complaints and responded to in Q4 (N.B This will include complaints received in previous quarters)</b>	0	2	0	0	0	0	<b>2</b>
<b>Average number of days taken to respond to 2<sup>nd</sup> stage complaints that have been responded to during Q4 (N.B This will include complaints received in previous quarters)</b>		9 days					<b>9 days</b>
<b>Percentage of 2<sup>nd</sup> stage complaints responded to within the 10 day target</b>		100%					<b>100%</b>

<b>Customer Complaints and Praise</b>							
	<b>Access to Services</b>	<b>Built Environment</b>	<b>Corporate Leadership</b>	<b>Governance, Assets and Public Spaces</b>	<b>Policy and Performance</b>	<b>Regulatory Services</b>	<b>Overall Total</b>
<b>Reasons</b>							
<b>MP Complaints</b>							
<b>Number of MP complaints received in Q4</b>	0	0	0	0	0	0	<b>0</b>
<b>Local Government Ombudsman Complaints</b>							
<b>Number of LGO complaints received in Q4</b>	0	1	0	1	0	1	<b>3</b>
<b>Number of outstanding complaint issues at the end of Q4 2015/16</b>							
<b>Total number of active justified/partially justified complaints at the end of Q4</b>	0	0	0	0	0	0	<b>0</b>
<b>Customer Praise</b>							
<b>Praise received in Q4</b>	6	2	0	4	0	10	<b>22</b>
<b>Categories of praise</b>	2 x Benefits	2 x DM Professional		3 x Land Charges		1 x Car Park Enforcement	
	1 x Business Awards			1 x Legal		1 x Environmental Protection	
	1 x CAPs					6 x Licensing	
	2 x Customer Services					2 x Public Safety	

Please note that numbers within this report were correct at the time of extracting the data from the system but may change from one category to another after this date. For example a complaint could be reported as being justified at the time but could change to unjustified once investigations have taken place.