

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

Customer Complaints and Praise							
	Access to Services	Built Environment	Corporate Leadership	Governance, Assets and Public Spaces	Policy and Performance	Regulatory Services	Overall Total
Customer Complaints							
Number of justified/partially justified complaints received in Q4	9	3	0	2	1	4	19
Categories of Complaints	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	
Number of justified/partially justified 1st stage complaints responded to in Q4 (N.B This will include complaints received in previous quarters)	9	3	0	2	1	5	20
Average number of days taken to respond to those 1st stage complaints that have been responded to during Q4 (N.B This will include complaints received in previous	6 days	7 days		2 days	6 days	9 days	7 days

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

Customer Complaints and Praise							
	Access to Services	Built Environment	Corporate Leadership	Governance, Assets and Public Spaces	Policy and Performance	Regulatory Services	Overall Total
Reasons							
MP Complaints							
Number of MP complaints received in Q4	0	0	0	0	0	0	0
Local Government Ombudsman Complaints							
Number of LGO complaints received in Q4	0	1	0	1	0	1	3
Number of outstanding complaint issues at the end of Q4 2015/16							
Total number of active justified/partially justified complaints at the end of Q4	0	0	0	0	0	0	0
Customer Praise							
Praise received in Q4	6	2	0	4	0	10	22
Categories of praise	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.