

**Appendix C**  
**Complaints Monitoring 1st April 2015 – 31st March 2016**

**Key:**  
 No Complaints

Service	Previous years totals					2015/16 complaints total	Access Method							Type							Stage			Compensation Issued? Y/N	Compensation Amount (£)	Action by SSDC							
	2010/11	2011/12	2012/13	2013/14	2014/15		Email	In Person	Letter	Online	Other	Phone	Via CS	Equality	Failure to deliver	Issue with content/publication	Issue with Policy/Decision	Not SSDC Responsibility	Other Type	Poor Communication	Staff Handling	Stage One (Service Manager)	Stage Two (Assistant Director)			Stage Three (Ombudsman)	NO ACTION REQUIRED	Changes in working practice/ procedure	Improved Communication	Improved Monitoring of Service Delivery	Improved Partnership Working	Problem Rectified	Staff Training
Area East Development	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	
Area North Development	2	1	0	0	1	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	0	N	0	0	0	0	0	0	1	0	
Area South Development	1	3	0	0	2	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	0	0	0	0	0	0	0	
Area West Development	2	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Arts and Entertainment	31	15	19	13	21	33	23	1	6	0	0	3	0	9	7	3	1	9	0	4	33	0	0	N	0	30	3	0	0	0	0	0	
Building Control	0	1	1	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	0	1	0	0	0	0	0	
Civil Contingencies	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Communications	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Community Health & Leisure	4	4	1	3	1	4	1	0	0	0	0	3	0	1	0	0	0	3	0	0	4	0	0	N	0	1	0	1	0	0	0	2	
Countryside	9	10	1	1	3	2	2	0	0	0	0	0	0	0	0	0	1	1	0	0	2	0	0	N	0	2	0	0	0	0	0	0	
Crematorium	0	0	0	0	0	26	2	17	3	0	0	4	0	0	0	0	0	21	5	0	25	1	0	N	0	13	0	2	0	0	0	11	
Customer Focus Support	4	4	0	0	0	31	6	2	0	10	0	13	0	22	2	5	1	1	0	0	31	0	0	N	0	6	2	0	22	0	1	0	
Democratic Services	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Development Control/Spatial Policy	50	41	21	14	4	15	8	0	7	0	0	0	0	0	2	0	0	3	10	13	2	0	0	0	0	12	0	3	0	0	0	0	
Economic Development	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Engineering and Property	7	7	2	1	2	2	1	0	1	0	0	0	0	1	0	0	0	1	0	0	2	0	0	Y	£100	2	0	0	0	0	0	0	
Environmental Health	14	15	10	17	19	21	5	1	8	1	0	5	1	0	1	2	3	2	1	4	8	21	0	N	0	6	1	6	0	0	0	7	1
Financial Services	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Fraud and Data	0	5	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	1	0	0	0	0	0	0	
Housing and Welfare	5	7	13	8	13	19	6	1	3	0	1	8	0	2	0	1	3	4	1	8	16	3	0	N	0	11	1	1	2	0	3	1	
HR	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	N	0	1	0	0	0	0	0	0	
ICT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Legal Services	0	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	
Licensing	4	1	0	1	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	1	0	0	0	0	0	0	
Performance	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	0	0	0	0	0	0	0	
Procurement and Risk	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Revenues and Benefits	12	20	20	17	45	37	20	0	7	8	0	2	0	4	1	9	0	9	2	12	36	1	0	N	0	21	0	3	0	0	12	1	
Spatial Systems	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Street Scene	52	60	59	23	25	31	12	0	2	14	0	1	2	0	14	0	2	11	0	1	3	31	0	N	0	11	1	2	0	0	16	1	
Partnerships	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Waste	45	20	19	20	12	16	7	0	4	0	0	1	4	0	6	0	4	0	4	2	0	16	0	N	0	6	0	0	0	0	10	0	
<b>Totals =</b>	<b>242</b>	<b>236</b>	<b>177</b>	<b>119</b>	<b>148</b>	<b>243</b>	<b>96</b>	<b>22</b>	<b>42</b>	<b>34</b>	<b>1</b>	<b>41</b>	<b>7</b>	<b>0</b>	<b>60</b>	<b>12</b>	<b>33</b>	<b>19</b>	<b>56</b>	<b>18</b>	<b>45</b>	<b>236</b>	<b>7</b>	<b>0</b>	<b>Yes</b>	<b>100</b>	<b>124</b>	<b>9</b>	<b>18</b>	<b>25</b>	<b>0</b>	<b>63</b>	<b>4</b>
							<b>243</b>						<b>243</b>						<b>243</b>					<b>243</b>									

Note: A single complaint:

- May be reported using more than one access method.
- May cover more than one type.
- May not always require action or may require more than one action to be taken.