

Appendix B
Complaints Monitoring 1st October – 31st December 2016

Key:
No Complaints

Service	Previous years totals						2016/17 Complaints total	Q3 (1st October – 31st December 2016)	Access Method							Type							Stage			Action by SSDC									
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16			Email	In Person	Letter	Online	Other	Phone	Via CS	Equality	Failure to deliver	Issue with content/ publication	Issue with Policy/ Decision	Not SDC Responsibility	Other Type	Poor Communication	Staff Handling	Stage One (Service Manager)	Stage Two (Assistant Director)	Stage Three (Ombudsman)	Compensation Issued? Y/N	Compensation Amount (£)	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	0	N	0	0	0	0	0	0	0	0	0	
Area North Development	2	1	0	0	1	1	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	0	
Area South Development	1	3	0	0	2	1	1	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	N	0	0	0	0	0	0	1	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	N	0	0	0	0	0	0	0	0	0	0	
Arts and Entertainment	31	15	19	13	21	33	20	5	4	0	1	0	0	0	1	2	1	0	0	1	0	0	5	0	N	0	5	0	0	0	0	0	0	0	
Building Control	0	1	1	0	0	1	3	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	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	N	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	N	0	0	0	0	0	0	0	0	0	0	
Community Health & Leisure	4	4	1	3	1	4	3	1	0	0	0	0	1	0	0	0	0	0	1	0	0	1	0	N	0	0	0	0	0	0	0	1	0	0	
Countryside	9	10	1	1	3	2	1	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	0	0	
Crematorium	0	0	0	0	0	26	8	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	0	0	
Customer Focus Support	4	4	0	0	0	31	8	3	2	0	0	0	1	0	0	2	0	0	0	1	3	0	0	N	0	1	0	0	0	0	0	0	2	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	N	0	0	0	0	0	0	0	0	0	0	
Development Control/Spatial Policy	50	41	21	14	4	15	8	2	2	0	0	0	0	0	0	2	0	0	0	0	1	1	0	N	0	2	0	0	0	0	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	N	0	0	0	0	0	0	0	0	0	0	
Engineering and Property	7	7	2	1	2	2	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	0	0	
Environmental Health	14	15	10	17	19	21	15	4	2	0	0	0	1	1	0	1	0	0	0	2	1	3	1	N	0	2	0	1	0	0	0	1	0	0	
Financial Services	0	0	1	0	0	0	1	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	0	0	
Fraud and Data	0	5	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	N	0	0	0	0	0	0	0	0	1	0	
Housing and Welfare	5	7	13	8	13	19	2	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	0	0	
HR	0	0	0	0	0	1	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	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	N	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	0	0	
Licensing	4	1	0	1	0	1	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	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	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	N	0	0	0	0	0	0	0	0	0	0	
Revenues and Benefits	12	20	20	17	45	37	21	6	4	0	1	1	0	0	1	0	0	0	1	0	4	6	0	Y	50	2	1	0	0	0	0	3	0	0	
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	N	0	0	0	0	0	0	0	0	0	0	
Street Scene	52	60	59	23	25	31	37	16	0	0	0	0	0	16	0	6	0	2	5	2	1	0	16	0	N	0	10	0	1	0	0	5	0	0	
Partnerships	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	0	0	
Waste	45	20	19	20	12	16	8	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	0	0	
Totals =	242	236	177	119	148	243	137	39	16	0	2	1	0	3	17	1	10	3	4	5	7	3	6	37	2	0	Yes	50	22	1	2	0	1	11	2
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