Appendix B
Complaints Monitoring 1st April 2014 - 30th June 2014

Key:
No Complaints

	Previous years totals						Access Method							Type								Stage				Action by SSDC						
Service	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15 complaints total	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)	Compensation Issued? Y/N	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	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Area North Development	2	2	1	0	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	No	0	0	1	0	0	0	0
Area South Development	8	1	3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	No	0	0	0	0	0	1	0
Area West Development	0	2	2	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Arts and Entertainment	21	31	15	19	13	6	4	0	1	0	0	1	0	0	1	4	0	0	0	0	1	6	0	0	No	1	0	1	0	0	0	0
Building Control	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	1	0	0	0	0	0	0
Civil Contingencies	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Communications	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Community and Health	6	4	4	1	3	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	No	1	0	0	0	0	0	0
Countryside	13	9	10	1	1	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	No	1	0	0	0	0	0	0
Customer Focus Support	0	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Democratic Services	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Development Control	88	50	41	21	14	2	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2	0	0	No	2	0	0	0	0	0	0
Economic Development	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Engineering and Property	2	7	7	2	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	No	1	0	0	0	0	0	0
Environmental Health	17	14	15	10	17	3	2	0	0	0	0	1	0	0	0	0	2	0	0	0	1	3	0	0	No	1	0	1	0	0	1	0
Finance	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Fraud and Data	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Housing and Welfare	8	5	7	13	8	1	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	No	0	0	0	0	0	0	1
HR	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	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	0	No	0	0	0	0	0	0	0
Legal Services	0	0	8	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Licensing	4	4	1	0	1	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	No	0	0	0	0	0	1	0
Performance	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	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	No	0	0	0	0	0	0	0
Revenues and Benefits	27	12	20	20	17	2	1	0	1	0	0	0	0	0	2	0	0	0	0	0	0	2	0	0	No	1	0	0	0	0	0	1
Spatial Policy	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	0	0	0	0	0	0	0
Spatial Systems	0	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	No	3	0	0	0	0	0	0
Street Scene	86	52	60	59	23	3	2	0	0	0	0	0	1	0	1	0	0	1	1	0	0	3	0	0	No	2	0	0	0	0	1	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	0	No	0	0	0	0	0	0	0
Waste	117	45	20	19	20	8	3	0	4	0	0	0	1	0	5	0	2	1	0	0	0	8	0	0	No	8	0	0	0	0	0	0
Totals =	406	242	237	179	119	31	18	0	8	0	0	3	2	0	9	6	8	2	4	0	2	31	0	0	No	22	0	3	0	0	4	2
							31							31								31				31						

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.

Hence the totals may not always match the total no of complaints in all cases.