

Appendix B Q3
Complaints Monitoring 1st October 2015 - 31st December 2015

Key:
No Complaints

Service	Previous years totals					2015/16 complaints total	Q3 (1st of October 2015 - 31st December 2015)	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	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 South Development	1	3	0	0	2	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		
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		
Arts and Entertainment	31	15	19	13	21	20	13	10	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	12	0	1	0	0	0	0		
Building Control	0	1	1	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		
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		
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		
Community Health & Leisure	4	4	1	3	1	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		
Countryside	9	10	1	1	3	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		
Crematorium	0	0	0	0	0	24	6	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N	0	2	0	0	0	0	4	0		
Customer Focus Support	4	4	0	0	0	26	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	N	0	1	0	0	0	0	0	0		
Democratic Services	0	0	1	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		
Development Control/Spatial Policy	50	41	21	14	4	11	2	2	0	0	0	0	0	0	0	0	0	0	0	2	2	0	0	N	0	1	0	1	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		
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	
Environmental Health	14	15	10	17	19	14	5	2	0	2	0	0	1	0	0	0	0	0	1	3	5	0	0	N	0	1	1	3	0	0	0	0		
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	N	0	0	0	0	0	0	0	0		
Fraud and Data	0	5	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		
Housing and Welfare	5	7	13	8	13	14	6	1	0	1	0	1	3	0	0	0	0	0	0	3	3	3	0	N	0	4	1	0	1	0	0	0		
HR	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		
ICT	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		
Legal Services	0	8	3	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		
Licensing	4	1	0	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		
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	N	0	0	0	0	0	0	0	0		
Revenues and Benefits	12	20	20	17	45	27	7	4	0	2	0	0	1	0	0	1	0	1	1	3	6	1	0	N	0	4	0	0	0	0	3	0		
Spatial Systems	0	9	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		
Street Scene	52	60	59	23	25	27	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	N	0	0	1	0	0	0	2	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		
Waste	45	20	19	20	12	12	5	1	0	1	0	0	1	2	0	3	0	0	0	0	5	0	0	N	0	0	0	0	0	0	0	5	0	
Totals =	242	236	177	119	148	184	48	23	5	9	1	1	7	2	0	11	1	7	2	10	4	13	44	4	0	Yes	0	25	3	5	1	0	14	0
								48					48					48					48											

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.