

# Appendix B Complaints Monitoring Quarter 1 2009/10

Service	Total no of complaints - Q1	Access Method						Type						Stage					Compensation issued? Y/N	Action by SSDC							Completed
		Phone	In person	Letter	Email	Via CS	Other	Failure to deliver	Issue with Policy/ Decision	Staff handling	Equality	Issue with content/ publication/ timetable	Not SSDC responsibility	Other type	1	2	3	4		Total	Changes in working practice/ procedure required	Staff training required	Improved monitoring of service delivery	Improved partnership working	Improved Communication	Problem rectified	
<b>Totals =</b>	<b>97</b>	<b>11</b>	<b>0</b>	<b>43</b>	<b>24</b>	<b>18</b>	<b>2</b>	<b>28</b>	<b>43</b>	<b>11</b>	<b>1</b>	<b>16</b>	<b>6</b>	<b>87</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>97</b>		<b>6</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>8</b>	<b>23</b>	<b>45</b>	<b>96</b>
Area East	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	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	1	N	0	0	0	0	1	1	0	1
Area South	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 West	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
Countryside & Tourism	5	1	0	1	3	0	0	0	1	0	0	0	2	2	5	0	0	5	N	1	0	0	0	1	1	2	5
Customer Services	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
Dev & Building Control	23	0	0	19	5	0	0	6	18	3	0	0	1	18	3	1	1	23	Y	1	3	2	0	2	7	3	22
Ec Dev & Transport	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
Eng & Property	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
Env Health & Comm Protection	5	3	0	1	1	0	0	1	2	2	0	0	0	3	2	0	0	5	N	1	0	1	0	1	0	2	5
Finance	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
Heritage	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 & Welfare	3	0	0	2	1	0	0	0	3	1	0	0	0	3	0	0	0	3	N	0	0	0	0	0	0	3	3
Human Resources	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
IS	1	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	0	1	N	1	0	0	0	0	0	0	1
Legal & Democratic Services	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 & Comms	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	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 & Benefits	1	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	1	N	0	0	0	0	0	0	1	1
Sport, Arts & Leisure	8	1	0	5	1	0	1	1	2	3	1	1	0	8	0	0	0	8	Y	0	1	4	0	1	0	2	8
Streetscene & Horticulture	25	5	0	2	5	12	1	16	1	0	0	0	7	25	0	0	0	25	N	1	1	0	0	1	11	11	25
Waste (SWP)	25	0	0	12	7	6	0	2	16	1	0	0	7	23	2	0	0	25	N	1	0	0	0	1	3	21	25

= No Complaints received

Complaint Stages:	
Level 1	HOS investigate & record
Level 2	Director
Level 3	CEO
Level 4	Local Government Ombudsman

Note: A single complaint:

- i) may be reported using more than one access method.
- ii) may cover more than one type.
- iii) may require more than one action to be taken

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