

Appendix B

Complaints Monitoring 1st April 2009 - 31st March 2010

Service	2008/09 Total	Trend	2009/10 Total Complaints To Date	Phone	In person	Letter	Email	Via Customer Services	Other	Failure to Deliver	Issue with Policy/ Decision	Staff handling	Equality	Issue with Content/ Publication/ Timetable	Not SSDC responsibility	Other type	Stage 1 - Assistant Director	Stage 2 - Strategic Director	Stage 3 - CEO	Stage 4 - Ombudsman	Total	Compensation issued?	Changes in working practice/ procedure	Staff Training	Improved monitoring of service delivery	Improved partnership working	Improved communication	Problem rectified	No action required
Area Development (East)	1	Green	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
Area Development (North)	2	Yellow	2	1	0	0	1	0	0	0	0	2	0	0	0	0	2	0	0	0	2	0	0	0	0	0	2	0	0
Area Development (South)	7	Red	8	3	2	1	2	0	0	1	1	1	1	1	3	0	8	0	0	0	8	0	3	0	0	0	1	1	3
Area Development (West)	1	Green	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 & Entertainment	n/a	Grey	21	1	3	12	5	0	0	6	7	0	1	4	1	2	21	0	0	0	21	0	2	0	9	0	1	4	5
Building Control	n/a	Grey	1	0	1	1	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Civil Contingencies	n/a	Grey	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0
Communications	n/a	Grey	1	1	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	0	1	0	1	0
Community Health & Leisure	n/a	Grey	6	3	1	1	1	0	0	1	1	0	0	0	0	4	6	0	0	0	6	0	0	0	0	0	0	1	5
Countryside	n/a	Grey	13	1	0	5	7	0	0	9	2	0	0	0	2	2	13	0	0	0	13	0	3	0	0	0	2	1	7
Customer Focus Support	0	Yellow	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
Democratic Services	n/a	Grey	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	91	Green	88	0	0	70	12	0	6	20	60	9	0	1	3	2	73	8	1	6	88	YES	0	3	7	0	18	16	25
Economic Development	0	Yellow	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 & Property Services	1	Red	2	0	0	0	2	0	0	0	1	1	0	0	0	0	2	0	0	0	2	0	1	0	0	0	1	1	1
Environmental Health	n/a	Grey	17	8	0	4	4	0	1	3	4	9	0	1	0	0	14	3	0	0	17	0	1	1	1	0	1	6	5
Finance	0	Grey	2	0	0	2	0	0	0	0	0	1	0	0	0	1	2	0	0	0	2	0	0	1	0	0	0	0	1
Fraud & Data	n/a	Grey	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
Housing & Welfare	10	Green	8	0	0	5	3	0	0	1	6	2	0	0	0	0	8	0	0	0	8	0	0	0	0	0	0	0	7
Human Resources	0	Red	1	0	0	0	1	0	0	0	0	0	0	0	0	1	1	0	0	0	1	0	0	0	0	0	1	0	0
ICT	10	Green	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	n/a	Grey	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
Licensing	n/a	Grey	4	1	0	0	3	0	0	0	1	3	0	0	0	0	3	1	0	0	4	0	0	0	0	0	0	1	3
Performance	n/a	Grey	1	0	0	1	1	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	1
Procurement & Risk Management	0	Yellow	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 & Benefits	23	Red	27	2	0	24	1	0	0	10	11	11	1	1	0	0	26	1	0	0	27	0	1	0	1	0	2	2	11
Spatial Policy	n/a	Grey	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
Spatial Systems	n/a	Grey	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
Sport & Leisure Facilities	32	Green	8	1	0	6	0	0	1	0	4	1	0	1	0	2	8	0	0	0	8	YES	2	0	1	0	0	3	2
Streetscene	66	Grey	86	1	0	5	22	50	8	54	8	5	0	0	14	5	85	1	0	0	86	0	0	2	0	0	1	49	32
Third Sector & Partnerships	n/a	Grey	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 (SWP)	134	Green	117	9	2	39	15	51	1	2	93	0	0	0	20	1	115	2	0	0	117	0	1	0	0	0	3	5	99
Totals =			414	33	9	176	80	101	17	107	200	47	3	10	43	20	390	17	1	6	414	0	15	7	19	0	33	93	208

Key	
Reduction in no of complaints	Green
Stayed the Same	Yellow
Increase in no of complaints	Red
No Complaints	Grey
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.