

Appendix B
Complaints Monitoring 1st April - 30th June 2010

Service	2009/10 Annual Totals		Access Method						Issue Type						Resolution Stage				Total	Total occurrences of compensation issued	Changes in working practice/ procedure	Staff Training	Improved monitoring of service delivery	Improved partnership working	Improved communication	No action required	Problem rectified										
	Total	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 SDC responsibility	Other type	Stage 1 - AD	Stage 2 - Strategic Director	Stage 3 - CEO										Stage 4 - Ombudsman									
Area Development (East)	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	0	0	0	0	0	0	0	0	0	
Area Development (North)	2	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	0	0	0	0	0	0	0	0	
Area Development (South)	8	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	0	0	0	0	0	0	0	0	
Area Development (West)	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Arts & Entertainment	21	9	1	0	6	2	0	0	0	0	0	0	8	0	1	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Building Control	1	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	0	0	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	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	
Community Health & Leisure	6	3	1	0	0	2	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	
Countryside	13	2	0	0	1	1	0	0	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	
Customer Focus Support	0	4	0	0	1	3	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Democratic Services	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	0	0	0	0	0	0	0	0	0	
Development Control	88	23	0	0	18	5	0	0	0	0	0	0	0	0	1	14	7	0	2	23	0	0	0	0	0	0	0	0	0	0	0	0	0	22	1	0	
Economic Development	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	0	0	0	0	0	0	0	0	0	
Engineering & Property Services	2	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	
Environmental Health	17	4	2	0	1	1	0	0	0	0	0	0	0	0	3	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	0	
Finance	2	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	0	0	0	0	0	0	0	0	
Fraud & Data	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	0	0	0	0	0	0	0	0	0	
Housing & Welfare	8	2	1	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
Human Resources	1	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	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	0	0	0	0	0	0	0	0	0	0	0	0	0	
Legal Services	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	0	0	0	0	0	0	0	0	0	
Licensing	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	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0	0	
Procurement & Risk Management	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	0	0	0	0	0	0	0	0	0	0
Revenues & Benefits	27	3	0	0	3	0	0	0	0	0	0	0	0	0	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	
Spatial Policy	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	0	0	0	0	0	0	0	0	0	
Spatial Systems	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	0	0	0	0	0	0	0	0	0	
Sport & Leisure Facilities	8	5	1	4	0	0	0	0	0	0	0	0	0	0	5	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	1	
Streetscene	86	27	6	0	5	14	2	0	0	0	0	0	0	0	15	3	5	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	12	12	
Third Sector & 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	0	0	0	0	0	0	0	0	0	0	0	0	
Waste (SWP)	117	9	3	0	3	1	2	0	0	0	0	0	0	0	0	5	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	7	2	
Totals =	410	93	16	4	38	31	4	0	28	27	16	1	8	8	5	83	8	0	2	93	0	3	2	0	6	12	57	20	0	0	0	0	0	0			

Key
No Complaints

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.