

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

Service	2009/10 Annual Total		Total Complaints To Date						Complaint Type						Complaint Stage				Resolution									
	2009/10 Annual Total	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 SSSDC responsibility	Other type	Stage 1 - AD	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	No action required	Problem rectified
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
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
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
Area Development (West)	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	1	0
Arts & Entertainment	21	9	1	0	6	2	0	0	0	0	0	8	0	1	9	0	0	0	0	9	0	0	0	6	0	3	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
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
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
Community Health & Leisure	6	4	1	0	0	3	0	0	0	0	0	0	0	4	4	0	0	0	4	4	0	0	0	0	0	2	2	0
Countryside	13	2	0	0	1	1	0	0	2	0	0	1	0	0	2	0	0	0	2	2	0	2	0	0	0	2	0	0
Customer Focus Support	0	4	0	0	1	3	0	0	0	3	1	0	0	0	4	0	0	0	4	4	0	1	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
Development Control	88	33	0	0	25	8	0	0	8	9	11	1	1	2	23	8	0	2	33	33	0	0	0	0	0	0	31	2
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
Engineering & Property Services	2	1	0	0	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0
Environmental Health	17	6	2	1	1	2	0	0	2	0	4	0	0	0	5	1	0	0	6	6	0	0	0	0	0	0	3	3
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
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
Housing & Welfare	8	2	1	0	0	1	0	0	0	1	1	0	0	0	2	0	0	0	2	2	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
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
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
Licensing	0	4	1	0	0	3	0	0	0	1	3	0	0	0	3	1	0	0	4	4	0	0	0	0	0	0	3	1
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
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
Revenues & Benefits	27	7	1	0	6	0	0	0	1	5	1	0	0	0	7	0	0	0	7	7	0	0	0	1	0	1	4	1
Spatial Policy	0	1	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	0	0	1	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
Sport & Leisure Facilities	8	5	1	4	0	0	0	0	0	1	2	2	0	0	5	0	0	0	5	5	0	0	1	0	0	0	3	1
Streetscene	86	41	6	0	9	19	7	0	23	3	8	0	0	6	41	0	0	0	41	41	0	1	2	0	0	3	17	18
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
Waste (SWP)	117	16	4	0	6	3	3	0	1	6	0	0	0	9	16	0	0	0	16	16	0	0	0	0	0	9	7	7
Totals =	410	136	19	5	56	46	10	0	37	29	32	4	10	17	9	124	10	0	2	136	0	4	3	1	6	13	77	36

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 number of complaints in all cases