Appendix B
Complaints Monitoring 1st April 2016 - 30th June 2016

Key:
No Complaints

Service	Previous years totals						2016/17 complaints total	Access Method							Type								Stage			Compensation Issued? Y/N	Compensation Amount (£)	Action by SSDC						
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16		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	0	0	N	0	0	0	0	0	0	0	0
Area North Development	2	1	0	0	1	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
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	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	0	0	N	0	0	0	0	0	0	0	0
Arts and Entertainment	31	15	19	13	21	33	6	5	0	1	0	0	0	0	0	1	2	1	0	2	0	0	6	0	0	N	0	6	0	0	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	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	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	0	0	N	0	0	0	0	0	0	0	0
Community Health & Leisure	4	4	1	3	1	4	1	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	1	0	0	N	0	0	0	0	0	0	1	0
Countryside	9	10	1	1	3	2	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	N	0	0	0	0	0	0	1	0
Crematorium	0	0	0	0	0	26	6	0	3	1	0	0	2	0	0	2	0	0	0	4	0	0	6	0	0	N	0	2	3	0	0	0	1	0
Customer Focus Support	4	4	0	0	0	31	2	0	0	0	1	0	1	0	0	0	0	0	0	0	2	0	2	0	0	N	0	2	0	0	0	0	0	0
Democratic Services	0	0	1	1	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
Development Control/Spatial Policy	50	41	21	14	4	15	4	3	0	1	0	0	0	0	0	0	0	3	0	0	0	1	4	0	0	N	0	4	0	0	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	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	0	0	N	0	0	0	0	0	0	0	0
Environmental Health	14	15	10	17	19	21	8	3	0	1	2	0	2	0	0	2	0	0	0	1	3	2	8	0	0	N	0	4	0	0	1	0	3	0
Financial Services	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	N	0	1	0	0	0	0	0	0
Fraud and Data	0	5	0	0	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
Housing and Welfare	5	7	13	8	13	19	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	N	0	0	0	0	0	0	1	0
HR	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	N	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	N	0	0	0	0	0	0	0	0
Legal Services	0	8	3	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
Licensing	4	1	0	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	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	0	0	N	0	0	0	0	0	0	0	0
Revenues and Benefits	12	20	20	17	45	37	11	2	0	2	7	0	0	0	0	2	0	2	0	4	0	3	11	0	0	N	0	5	0	0	0	0	6	0
Spatial Systems	0	9	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
Street Scene	52	60	59	23	25	31	4	0	0	0	0	0	0	4	0	3	0	0	1	0	0	0	4	0	0	N	0	1	0	0	0	0	3	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	0	0	N	0	0	0	0	0	0	0	0
Waste	45	20	19	20	12	16	3	2	0	0	0	0	0	1	0	0	0	1	0	0	0	2	3	0	0	N	0	1	0	0	0	0	0	2
Totals =	242	236	177	119	148	243	48	18	3	6	10	0	6	5	0	11	2	7	1	13	5	9	48	0	0	No	0	26	3	0	1	0	16	2
								48							48								48					48						