Appendix C
Complaints Monitoring 1st April 2016 – 31st March 2017

Key:
No Complaints

						Access Method							Type								Stage					Action by SSDC						
Service	2012/13	2013/14	2014/15	2015/16	2016/17 complaints total	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)	Compensation Issued? Y/N	Compensation Amount (£)	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	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	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	0	0	2	1	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	1	0	0
Area West Development	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	19	13	21	33	24	17	0	4	0	0	3	0	2	10	4	1	2	5	0	0	24	0	0	N	0	22	0	0	2	0	0	0
Building Control	1	0	0	1	3	0	0	0	0	0	3	0	0	3	0	0	0	0	0	0	3	0	0	N	0	0	0	3	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	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	N	0	0	0	0	0	0	0	0
Community Health & Leisure	1	3	1	4	2	0	0	0	0	0	2	0	0	1	0	0	0	1	0	0	2	0	0	N	0	0	0	1	1	0	0	0
Countryside	1	1	3	2	3	1	1	1	0	0	0	0	0	0	0	0	0	3	0	0	3	0	0	N	0	0	0	0	0	0	3	0
Crematorium	0	0	0	26	8	0	3	3	0	0	2	0	0	2	0	1	0	5	0	0	8	0	0	N	0	2	5	0	0	0	1	0
Customer Focus Support	0	0	0	31	10	3	0	0	3	0	4	0	0	1	2	0	0	0	3	4	10	0	0	N	0	5	0	0	0	0	5	0
Democratic Services	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	21	14	4	15	12	9	0	3	0	0	0	0	0	0	0	8	0	0	0	4	10	2	0	N	0	11	0	1	0	0	0	0
Economic Development	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	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	10	17	19	21	17	6	0	1	4	0	4	2	0	4	0	0	0	2	6	5	16	1	0	N	0	7	1	3	0	0	6	0
Financial Services	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
Fraud and Data	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	13	8	13	19	6	4	0	0	0	0	2	0	0	0	0	2	0	0	1	3	6	0	0	N	0	1	1	1	0	0	3	0
HR	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	N	0	0	0	0	0	0	0	0
Legal Services	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	0	1	0	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	N	0	0	0	1	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	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	N	0	0	0	0	0	0	0	0
Revenues and Benefits	20	17	45	37	23	8	0	5	10	0	0	0	0	6	0	4	0	5	0	8	23	0	0	Y	50	11	1	0	0	0	10	1
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	N	0	0	0	0	0	0	0	0
Street Scene	59	23	25	31	52	8	0	0	10	0	8	26	0	27	0	6	13	4	1	1	52	0	0	N	0	27	2	2	0	0	20	1
Partnerships	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*	19	20	12	16	8	5	0	2	0	0	0	1	0	4	0	1	0	1	0	2	8	0	0	N	0	4	0	0	0	0	4	0
Totals =	177	119	148	243	170	62	4	20	27	0	28	29	2	59	6	23	15	27	11	27	167	3	0	Yes	50	90	10	12	3	1	52	2
						170							170								170					170						

*Please note all complaints received by SSDC are passed on to SWP for resolution.