

Appendix B
Complaints Monitoring 1st April 2014 - 31st December 2014

Key:
No Complaints

Service	Previous years totals					2014/15 complaints total	Access Method						Type						Stage			Compensation Issued? Y/N	Compensation Amount (£)	Action by SSSC									
	2009/10	2010/11	2011/12	2012/13	2013/14		Email	In Person	Letter	Online	Other	Phone	Via CS	Equality	Failure to deliver	Issue with content/ publication	Issue with Policy/ Decision	Not SSSC 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	0	3	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	2	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	N	0	0	1	0	0	0	0	
Area South Development	8	1	3	0	0	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	N	0	0	0	0	0	1	0		
Area West Development	0	2	2	5	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		
Arts and Entertainment	21	31	15	19	13	11	8	0	2	0	0	1	0	1	4	2	0	1	0	3	11	0	0	N	0	3	2	3	2	0	1		
Building Control	1	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		
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	N	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	N	0	0	0	0	0	0	0		
Community Health & Leisure	6	4	4	1	3	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	N	0	1	0	0	0	0	0	0		
Countryside	13	9	10	1	1	2	0	0	1	1	0	0	0	0	1	0	0	1	0	2	0	0	N	0	2	0	0	0	0	0	0		
Customer Focus Support	0	4	4	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		
Democratic Services	0	0	0	1	1	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	88	50	41	21	14	4	3	0	1	0	0	0	0	0	2	0	0	0	2	3	1	0	N	0	4	0	0	0	0	0	0		
Economic Development	0	0	0	1	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	7	7	2	1	2	1	1	0	0	0	0	0	0	0	0	1	0	1	2	0	0	N	0	2	0	0	0	0	0	0		
Environmental Health	17	14	15	10	17	12	2	0	1	0	0	9	0	0	2	3	0	0	4	3	11	1	0	N	0	4	1	1	0	1	5		
Financial Services	2	0	0	1	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	N	0	1	0	0	0	0	0	0		
Fraud and Data	0	0	5	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	0	1	0	0	0	0	0		
Housing and Welfare	8	5	7	13	8	12	3	0	6	0	3	0	0	0	3	1	7	0	1	12	0	0	Y	108	2	2	0	1	0	6	1		
HR	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		
ICT	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	0	8	3	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	4	1	0	1	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	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		
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	N	0	0	0	0	0	0	0	0		
Revenues and Benefits	27	12	20	20	17	15	7	0	5	3	0	0	0	5	0	1	0	2	1	6	13	2	0	Y	100	6	0	3	0	3	3		
Spatial Policy	0	0	1	2	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		
Spatial Systems	0	0	9	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	86	52	60	59	23	13	7	0	4	0	0	2	0	6	0	2	2	1	2	0	13	0	0	N	0	6	0	0	0	7	0		
Partnerships	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	117	45	20	19	20	12	4	0	4	1	0	2	1	8	0	3	1	0	0	12	0	0	N	0	3	0	0	0	0	9	0		
Totals =	406	242	237	179	119	88	40	1	24	5	0	15	3	0	20	7	19	4	14	8	16	83	5	0	Yes	208	34	6	8	3	1	31	5

Note: A single complaint:

- May be reported using more than one access method.
- May cover more than one type.
- May not always require action or may require more than one action to be taken.