

Appendix C
Complaints Monitoring 1st April 2014 - 31st March 2015

Key:
 No Complaints

Service	Previous years totals					2014/15 complaints total	Access Method							Type							Stage			Compensation Issued? Y/N	Compensation Amount (£)	Action by SSDC							
	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 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	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		
Area North Development	2	2	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	N	0	0	0	1	0	0	0		
Area South Development	8	1	3	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	0	0	2	0	0	N	0	0	0	0	0	2	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	21	15	0	5	0	0	1	0	0	1	4	5	1	6	1	3	21	0	N	0	11	2	3	3	0	1	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	0	1	0	0	1	0	0	N	0	1	0	0	0	0	0		
Countryside	13	9	10	1	1	3	0	0	1	2	0	0	0	0	0	1	0	1	1	0	3	0	0	N	0	3	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	0	N	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	0	N	0	0	0	0	0	0	0		
Development Control	88	50	41	21	14	4	2	0	2	0	0	0	0	0	2	0	0	0	2	2	2	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	0	N	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	0	1	0	1	2	0	0	N	0	2	0	0	0	0	0		
Environmental Health	17	14	15	10	17	19	2	0	4	0	0	13	0	0	2	5	0	0	6	6	16	3	0	N	0	11	1	1	0	1	5	0	
Financial Services	2	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	
Fraud and Data	0	0	5	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	
Housing and Welfare	8	5	7	13	8	13	4	0	6	0	0	3	0	0	0	3	1	7	0	2	13	0	0	Y	108	3	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	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	0	0	8	3	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	4	1	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	
Performance	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	
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	27	12	20	20	17	45	13	0	13	15	0	4	0	0	18	1	10	0	2	4	10	43	2	0	Y	100	17	2	4	0	0	10	4
Spatial Policy	0	0	1	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	
Spatial Systems	0	0	9	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	86	52	60	59	23	25	14	0	6	1	0	4	0	14	0	4	1	2	2	2	25	0	0	N	0	9	1	0	0	0	15	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	N	0	0	0	0	0	0	0	0	
Waste	117	45	20	19	20	12	4	0	4	1	0	2	1	0	8	0	3	1	0	0	0	12	0	0	N	0	3	0	0	0	0	9	0
Totals =	406	242	237	179	119	148	58	1	41	19	0	24	5	0	41	7	33	4	22	15	26	141	7	0	Yes	208	64	8	9	4	1	48	6
							148						148						148					140									

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.

Hence the totals may not always match the total no of complaints in all cases.