

Appendix B
Complaints Monitoring 1st April 2015 - 30th June 2015

Key:
 No Complaints

Service	Previous years totals					2015/16 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		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	N	0	0	0	0	0	0	0			
Area North Development	2	1	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			
Area South Development	1	3	0	0	2	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	0	0	0	1	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	N	0	0	0	0	0	0	0			
Arts and Entertainment	31	15	19	13	21	5	2	0	1	0	0	2	0	0	2	0	0	2	0	1	5	0	0	N	0	5	0	0	0	0	0			
Building Control	0	1	1	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			
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			
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			
Community Health & Leisure	4	4	1	3	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			
Countryside	9	10	1	1	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			
Crematorium	0	0	0	0	0	5	0	3	0	0	0	2	0	0	0	0	0	5	0	0	5	0	0	N	0	5	0	0	0	0	0			
Customer Focus Support	4	4	0	0	0	20	5	1	0	7	0	7	0	0	17	1	2	0	0	0	20	0	0	N	0	3	0	0	17	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	N	0	0	0	0	0	0	0			
Development Control/Spatial Policy	50	41	21	14	4	6	1	0	5	0	0	0	0	0	0	1	0	0	0	5	4	2	0	N	0	4	0	2	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	N	0	0	0	0	0	0	0			
Engineering and Property	7	7	2	1	2	2	1	0	1	0	0	0	0	1	0	0	0	1	0	0	2	0	0	Y	£100	2	0	0	0	0	0			
Environmental Health	14	15	10	17	19	8	2	0	1	1	0	3	1	0	0	1	2	1	0	2	2	8	0	N	0	3	0	1	0	0	2	1		
Financial Services	0	0	1	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			
Fraud and Data	0	5	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			
Housing and Welfare	5	7	13	8	13	3	2	1	0	0	0	0	0	0	0	0	1	1	1	3	0	0	N	0	1	0	1	0	0	1	0			
HR	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			
ICT	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	1	0	0	N	0	0	0	1	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	N	0	0	0	0	0	0	0			
Licensing	4	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			
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			
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			
Revenues and Benefits	12	20	20	17	45	12	5	0	0	7	0	0	0	1	1	4	0	5	0	1	12	0	0	N	0	6	0	1	0	0	5	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	N	0	0	0	0	0	0	0			
Street Scene	52	60	59	23	25	10	4	0	2	3	0	1	0	4	0	0	6	0	0	10	0	0	N	0	4	0	1	0	0	5	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			
Waste	45	20	19	20	12	4	4	0	0	0	0	0	0	0	1	0	1	2	0	4	0	0	N	0	2	0	0	0	0	2	0			
Totals =	242	236	177	119	148	77	27	5	10	19	0	14	2	0	23	6	11	7	15	5	10	75	2	0	Yes	100	35	0	7	18	0	15	1	

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.