

| Service | No. of Complaints 2013/14 | No. of Complaints 2014/15 | No. of Complaints 2015/16 | No. of Complaints 2016/17 | Comments |
|---|---------------------------|---------------------------|---------------------------|---------------------------|--|
| Leisure & Wellbeing | 6 | 10 | 8 | 6 | In relation to Leisure & Wellbeing, six complaints in total have been received in 2016/17, two related to Environmental Protection, two related to Leisure, Culture & Arts and two related to Private Sector Housing & Homelessness. Out of the six complaints received, it was established that correct procedures had been followed in all cases. Five were resolved informally. One complainant raised the matter with the local government ombudsman who dismissed the matter. |
| Housing & Inclusion | 61 | 44 | 19 | 24 | The majority of the formal complaints relating to Property Services involved eight for the Response Maintenance Service, three for Programmed Works Service and four relating to general estate repair work. The others included two adaptation requests and one relating to tenant improvements. Of these complaints we received, fourteen were unfounded and of the four that were upheld, apologies were given and works completed to rectify the matter. For the remaining six complaints, one related to plastering work on a void property, two relating to rent arrears & housing benefit payments, two neighbour nuisance complaints and one for the Sheltered Service. All six of these complaints were unfounded. |
| Property Services | | 29 | 16 | 18 | |
| Voids & Allocations | | 6 | 1 | 1 | |
| Rent & Money Advice | | 1 | 1 | 2 | |
| Estate Management & Anti-Social Behaviour | | 8 | 1 | 3 | |
| Transformation | 4 | 0 | 1 | 0 | No complaints received for 2016/17. |
| Development & Regeneration | 12 | 2 | 3 | 7 | In 2016/17, Planning Services received seven complaints. In the seven cases it was found that correct procedures were followed and there was no fault on the Council. |

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| Street Scene | 22 | 10 | 3 | 0 | No complaints received for 2016/17. |
| Refuse/Recycling | | 6 | | | |
| Cleansing | | 4 | | | |
| Grounds Maintenance | | | | | |
| Civic (Bulky Refuse) | | | | | |
| Collection Service | | | | | |
| Abandoned Vehicles | | | | | |
| Medical Collections | | | | | |
| Highways (LCC) | | | | | |
| Fly Tipping | | | | | |
| Bonfire Removal | | | | | |
| Trade Waste | | | | | |
| Legal & Democratic Services | 0 | 0 | 1 | 0 | No complaints received for 2016/17. |
| Finance & HR Services | 1 | 1 | 3 | 2 | In relation to Finance & HR Services, two complaints in total have been received in 2016/17. One of these was in relation to not being able to take on Tenants Home Contents Insurance applications, as the computer system used to process these was unavailable. As a result of this complaint, manual processes were put in place to enable applications to be processed. The second complaint was in relation to an insurance claim that was disputed. Following investigation it was established that this |

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| | | | | | complaint was unfounded. |
| Revenues & Benefits | 27 | 44 | 36 | 14 | In relation to Revenues and Benefits, 14 complaints were received in total for 2016/17. Out of the 14 complaints received, it was established that 13 were found to have followed existing policies and procedures and one resulted in a revised work procedure being issued to staff. |
| Total | 133 | 111 | 74 | 53 | |