

**Complaints statistics from the period 1/4/2022 to 31/1/23 inclusive
Data correct as at 17/2/23**

Complaints statistics:

Total no of complaints logged	348
No of complaints open within target*	3
% of complaints actioned within target time frames	65.5%
% of complaints actioned inc in and out of timescale	95%

* As this is YTD data, these complaints are still in progress within target timescales so are not included in the % of complaints actioned figures

Complaints by service area **

Planning Services	43
Waste Collection - Refuse & Recycling	42
Parking Services	38
Repairs & Maintenance - Heating	34
Repairs & Maintenance - Repairs (non-heating or electrical)	32
Council Tax	25
Cleansing and Recycling	17
Environment & Regulatory Services	13
Customer Service Centre	11
Housing - Estate Management	8
Repairs & Maintenance - Scheduled Repairs	8
Housing Advice Services	7
Parks - Parks	7
Parking Case Work	7
Planning - Planning Enforcement	4
Repairs & Maintenance - Emergency Repairs	4
Housing - Housing Advice	4
Parks and Countryside	4
Benefits	4
Repairs & Maintenance - Electrical	3
Repairs & Maintenance - Repair appointments	3
Parks - Playgrounds	3
Housing - Homelessness	3
Housing - Tenancy	3
Parks - Grass & Vegetation	3
Planning - Building Control	2
Policy and Partnership	2
Planning - Planning Policy	2
Web Team	2
Planning & Regeneration	1
Neighbourhood and Housing Management	1
Business Rates and Systems	1

Assets / Repairs	1
Commercial Collections	1
Housing - Rents	1
Leisure - Spectrum	1
Community Services	1
Community Services - Day Centre - Central Hub	1
Fleet	1
Total	348

** Some complaints could refer to more than one service in the Council but will be categorised in the system under the lead area to which the complaint relates