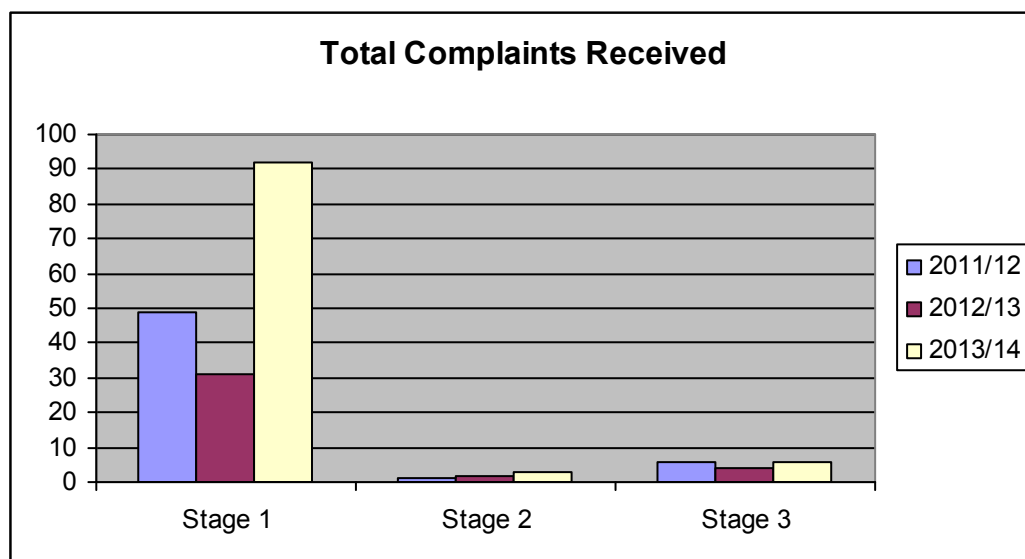


Summary of Corporate Complaints Received 2011/12 to 2013/14

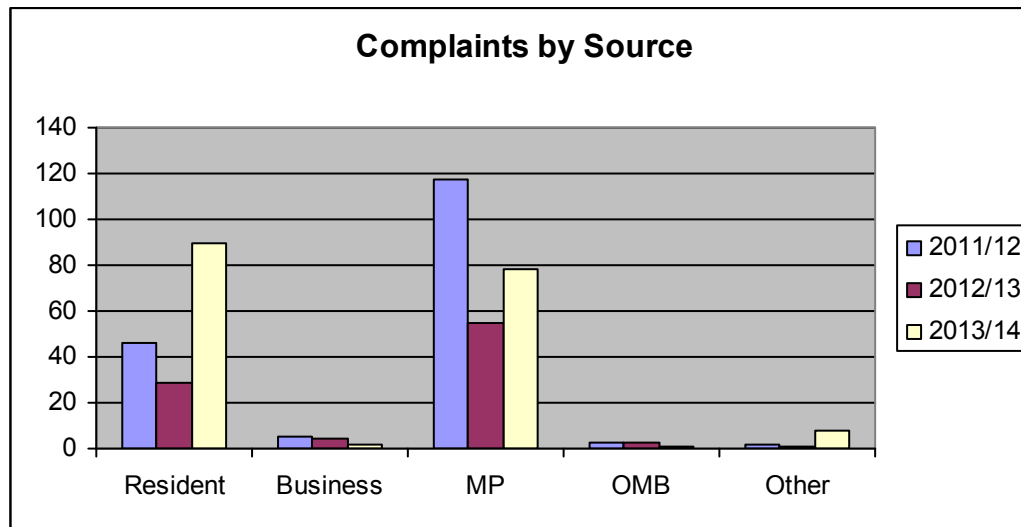
Total Complaints Received (excludes MP enquiries)

Year	Stage 1	Stage 2	Stage 3	Total	% Responded to within 20 days
2011/12	49	1	6	56	74%
2012/13	31	2	4	37	79%
2013/14	92	3	6	101	93%



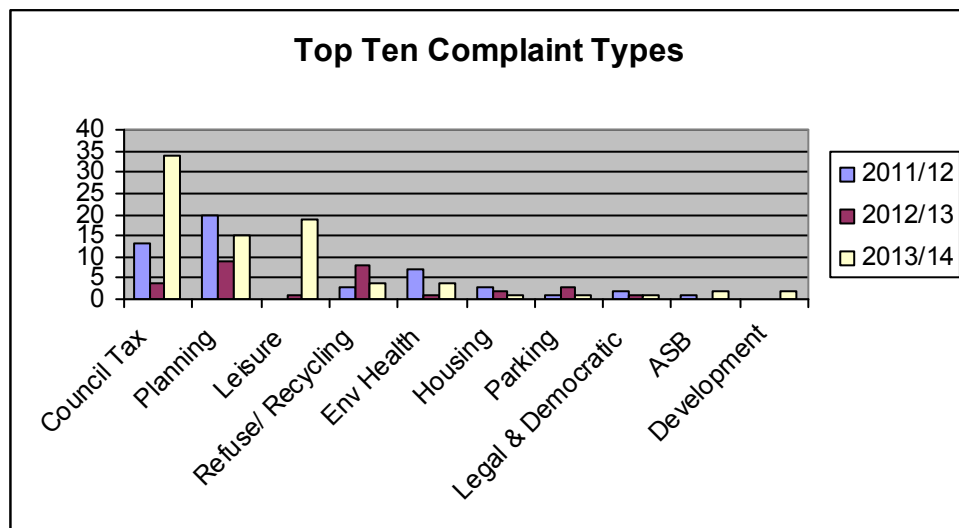
Total Complaints by Source

Year	Resident	Business	MP	OMB	Other	Total
2011/12	46	5	117	3	2	173
2012/13	29	4	55	3	1	92
2013/14	90	2	78	1	8	179



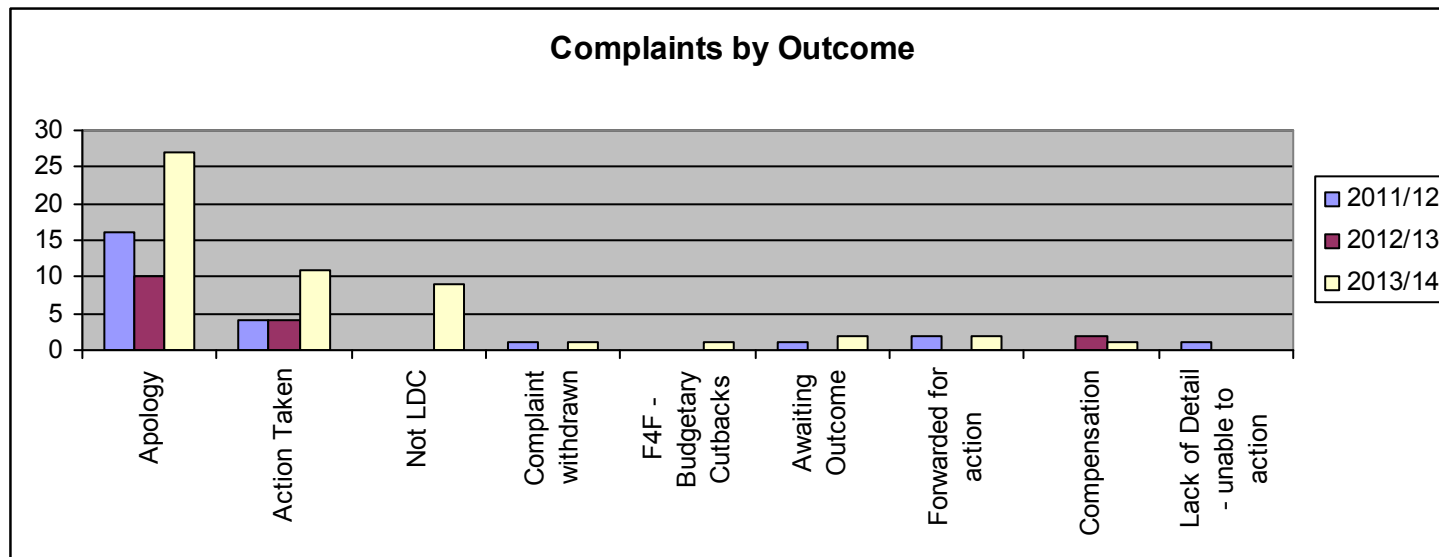
Top Ten Complaint Types (excludes MP enquiries)

Top Ten Complaint Types										
Year	Council Tax	Planning	Leisure	Refuse/ Recycling	Env Health	Housing	Parking	Legal & Democratic	ASB	Development
2011/12	13	20	0	3	7	3	1	2	1	0
2012/13	4	9	1	8	1	2	3	1	0	0
2013/14	34	15	19	4	4	1	1	1	2	2
Total	51	44	20	15	12	6	5	4	3	2



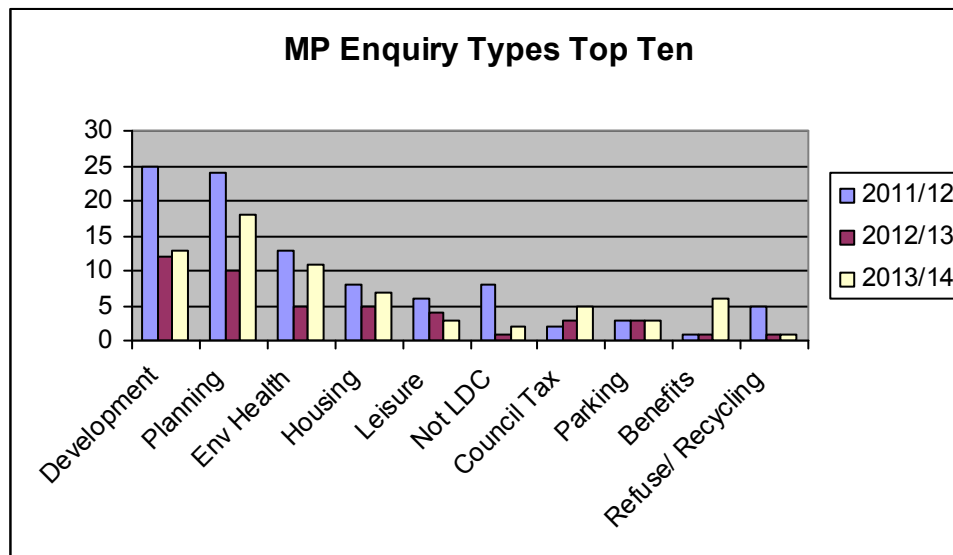
Complaints by Outcome

	Unjustified	Apology	Action Taken	Not LDC	Complaint withdrawn	F4F - Budgetary Cutbacks	Awaiting Outcome	Forwarded for action	Compensation	Lack of Detail - unable to action
2011/12	30	16	4	0	1	0	1	2	0	1
2012/13	21	10	4	0	0	0	0	0	2	0
2013/14	47	27	11	9	1	1	2	2	1	0



Top Ten MP Enquiry Types

	Development	Planning	Env Health	Housing	Leisure	Not LDC	Council Tax	Parking	Benefits	Refuse/ Recycling
2011/12	25	24	13	8	6	8	2	3	1	5
2012/13	12	10	5	5	4	1	3	3	1	1
2013/14	13	18	11	7	3	2	5	3	6	1
Total	50	52	29	20	13	11	10	9	8	7



Compliments Received 2013/14

Compliment Types									
Year	Council Tax	Planning	Leisure	Refuse/ Recycling	Env Health	Housing	Legal & Democratic	Development	Connects
2013/14	2	3	3	10	3	1		3	1
Total	2	3	3	10	3	1	0	3	1

