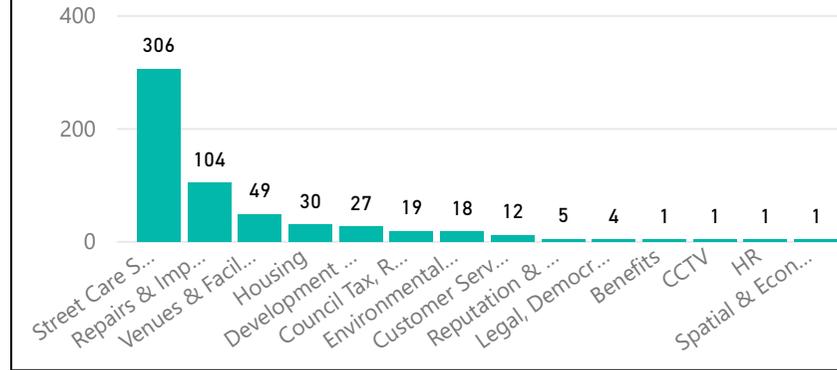


Complaints Performance in Quarter 3 2019/20

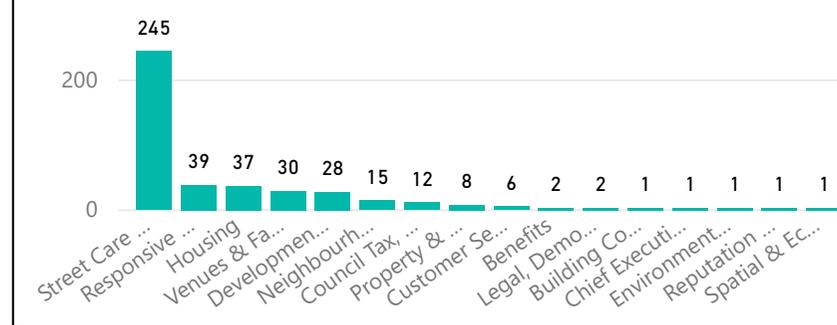
Complaints Year To Date By Service (2019)

Service	Complaints
Benefits	4
Building Control	1
Council Tax, Recovery & Enforcement, Rents	5
Customer Services	3
Development Management & Implementation	42
Environmental Health, Licensing & Neighbourhoods	4
Housing	31
ICT	1
Legal, Democratic & Elections	2
Repairs & Improvements	29
Reputation & Comms	2
Street Care Services	221
Venues & Facilities	14
Total	359

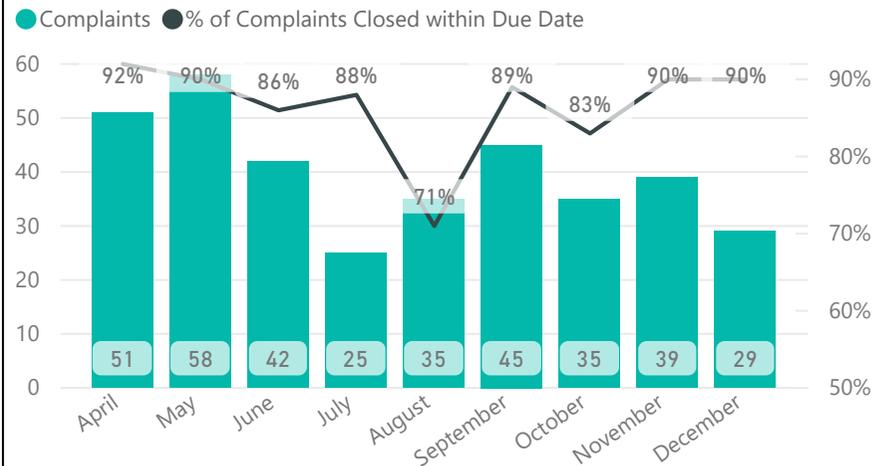
Complaints By Service 2018/19



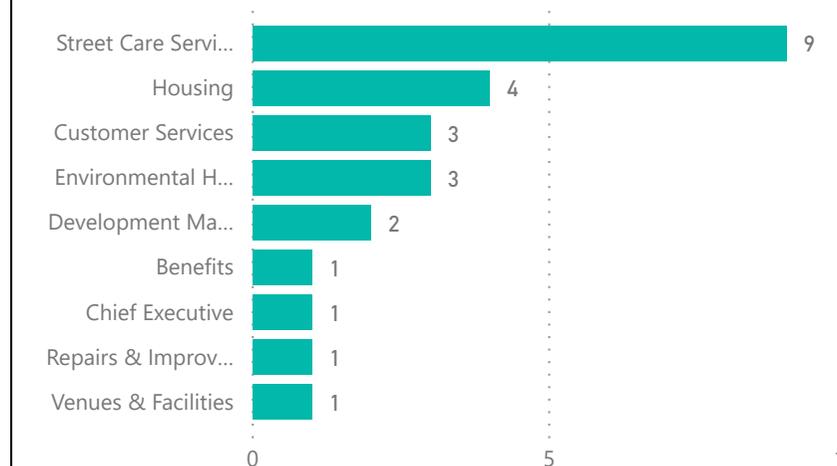
Complaints by Service 2017/18



Complaints By Month (2019/20)



Complaints By Service (2019/20)



Commentary/Implications

For the 359 complaints received this year the highest volume are from Street Care Services at 221 is 62% of total complaints received.

This volume seems high at first, until you consider the amount of interactions customers have with SKDC for this service. With all residents and business using this service on a high frequency, the customer contacts received for 18/19 represented 15% of total contacts through customer services. However, repeat contact and issues will be explored to establish recommendations for process improvement, modernisation of systems and access channels to information for customers to report issues easily online and know when action will be taken to resolve.

We are in the process of developing a new complaints system solution in the new year that will help to provide the committee and service areas with more detail feedback regarding themes and areas of service improvement.