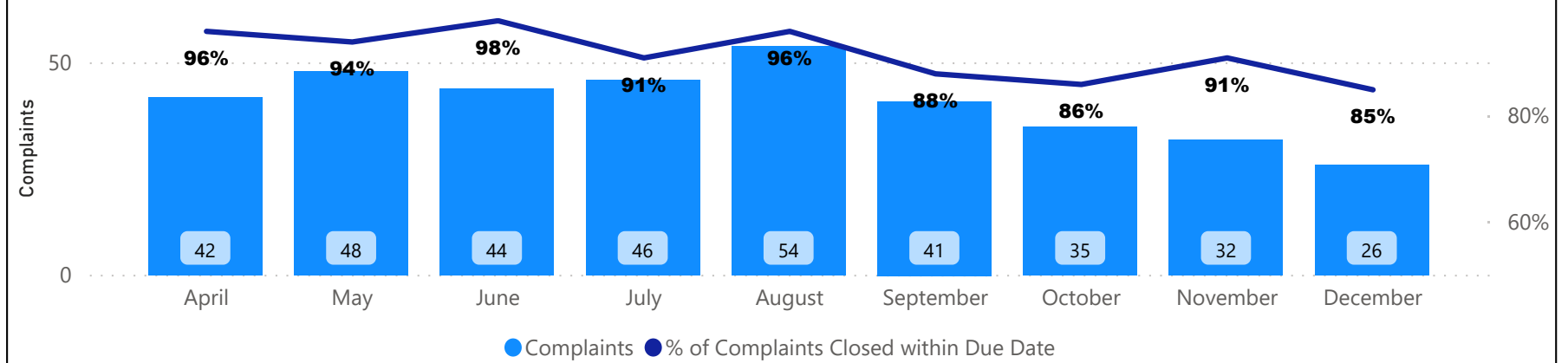


## Complaints Performance in Quarter 3 2020/21

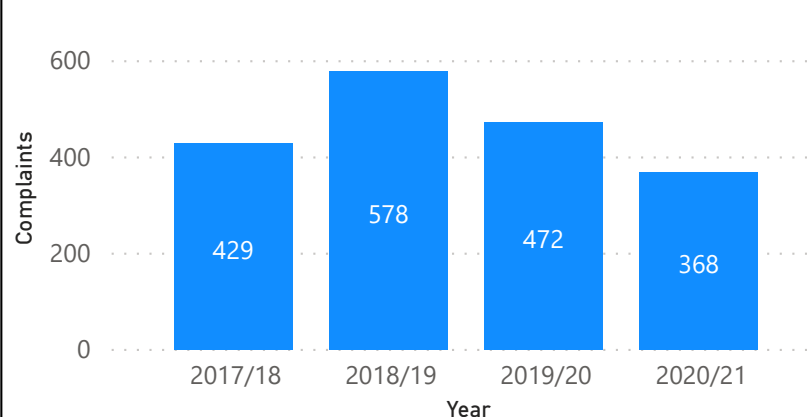
### Complaints Year To Date By Service (2020/21)

Service	No. Complaints	%
Street Care Services	257	69.84%
Housing	38	10.33%
Repairs & Improvements	27	7.34%
Development Management & Implementation	17	4.62%
Environmental Health, Licensing & Neighbourhoods	7	1.90%
Council Tax, Recovery & Enforcement, Rents	5	1.36%
Benefits	4	1.09%
Facilities	4	1.09%
Legal, Democratic & Elections	3	0.82%
Assets & Estates	1	0.27%
Chief Executive	1	0.27%
Finance, Accountancy & Risk	1	0.27%
HR	1	0.27%
PR	1	0.27%
Spatial & Economic Growth	1	0.27%

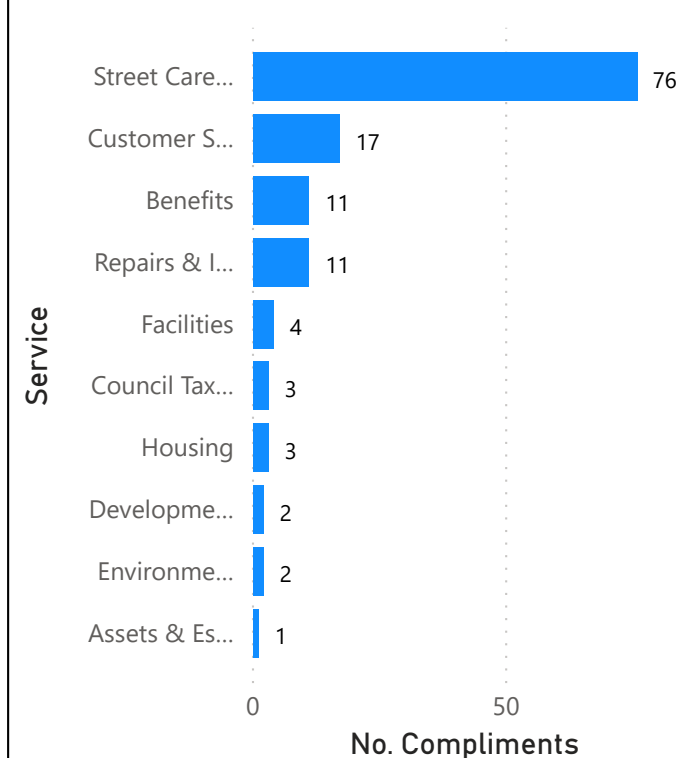
### Complaints By Month (2020/21)



### Complaints by Year



### Compliments Year To Date By Service (2020/21)



### Commentary/Implications

Of the total number of complaints received Street care services still remains the highest service area for year to date complaints. Given the high volume of daily contacts (circa 80k bin collections weekly), it is to be expected that this will generate the highest number of customer comments. Similarly, Street care services also attract the most compliments within the organisation. Review of feedback received in July-August 2020 highlighted a challenge in separating out genuine complaints from requests for service, such as fly tipping reports or missed bins (for example, due to contamination). This has led to over reporting complaint volumes in some areas and is being considered priority for improvement in a revised complaints process\*

The data does show the number of complaints made has been decreasing over recent years. It is positive to believe that is because we have continued to improve our work practices and learnt from previous feedback. However we must continue to investigate our corporate approach to recording all types of feedback across all service areas. We must continue to offer transparency and continued development of the feedback process within service areas.

\*Changes to the Feedback system have been made and it is anticipated an improved report will be presented for Q4 of 2020/21 including ward details and cause/resolution detail.