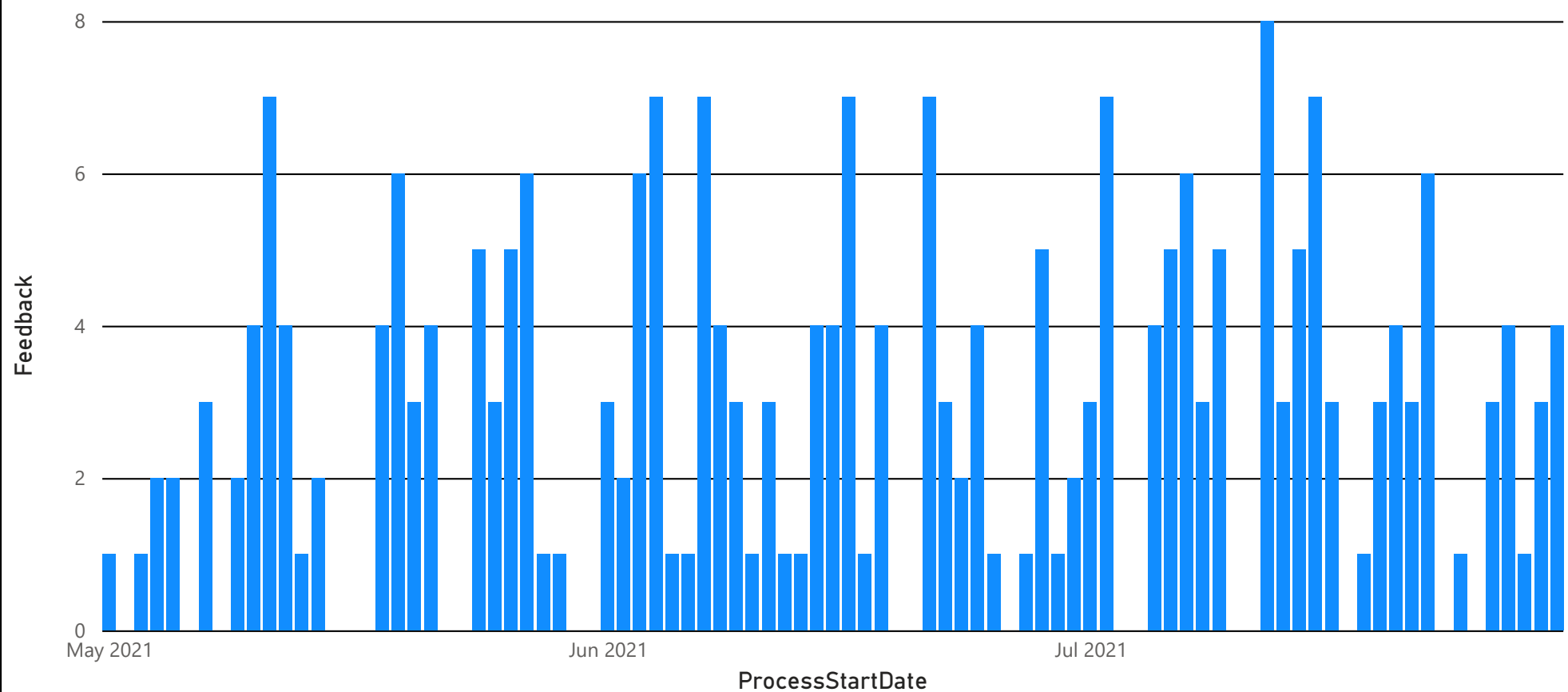
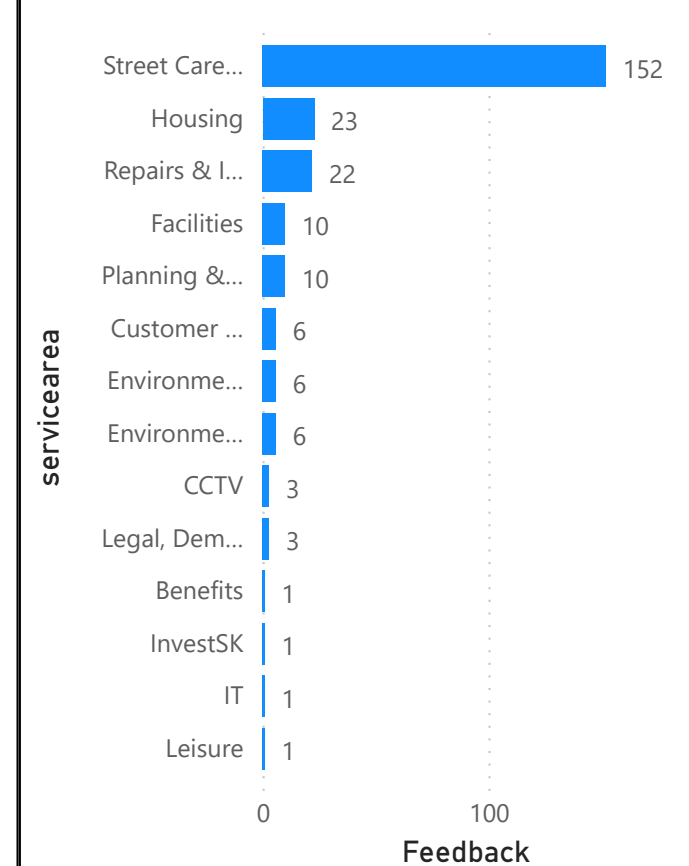


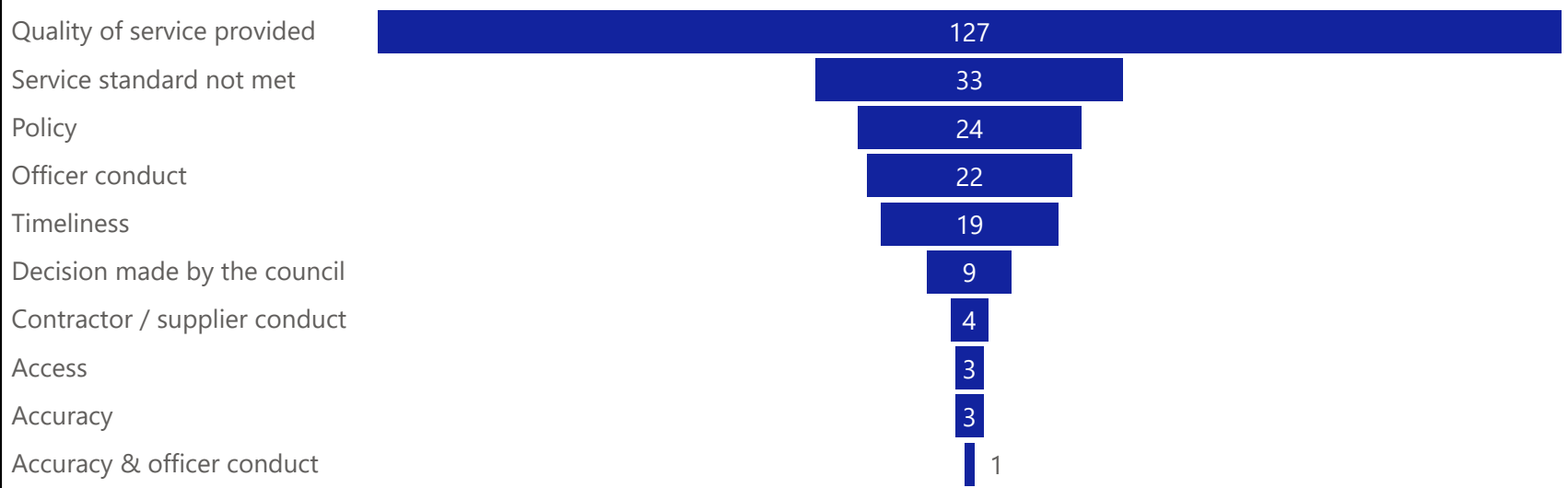
Total Complaints and Compliments Received



Feedback By Service Area



Incident Category



245

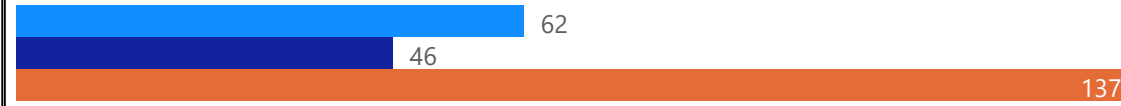
Number of complaints Recieved

245

Reached Stage 1

Complaint Stage 1 Upheld / Not Upheld

Complaint Stage 1 Upheld ● Not Upheld ● To Be Determined ● Upheld



Complaint Stage 2 Upheld / Not Upheld

Complaint Stage 2 Upheld ● Upheld

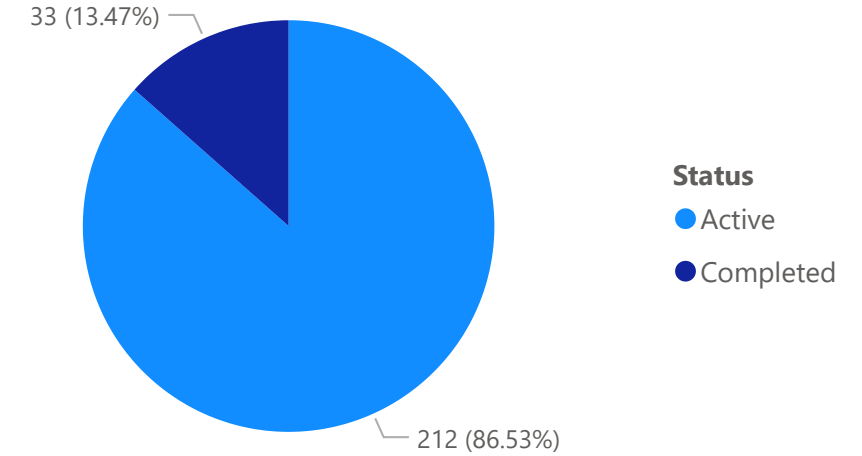


Complaint Stage 3 Upheld / Not Upheld

Complaint Stage 3 Upheld ● Not Upheld



Complaint/Compliment Status



Status

● Active

● Completed

1

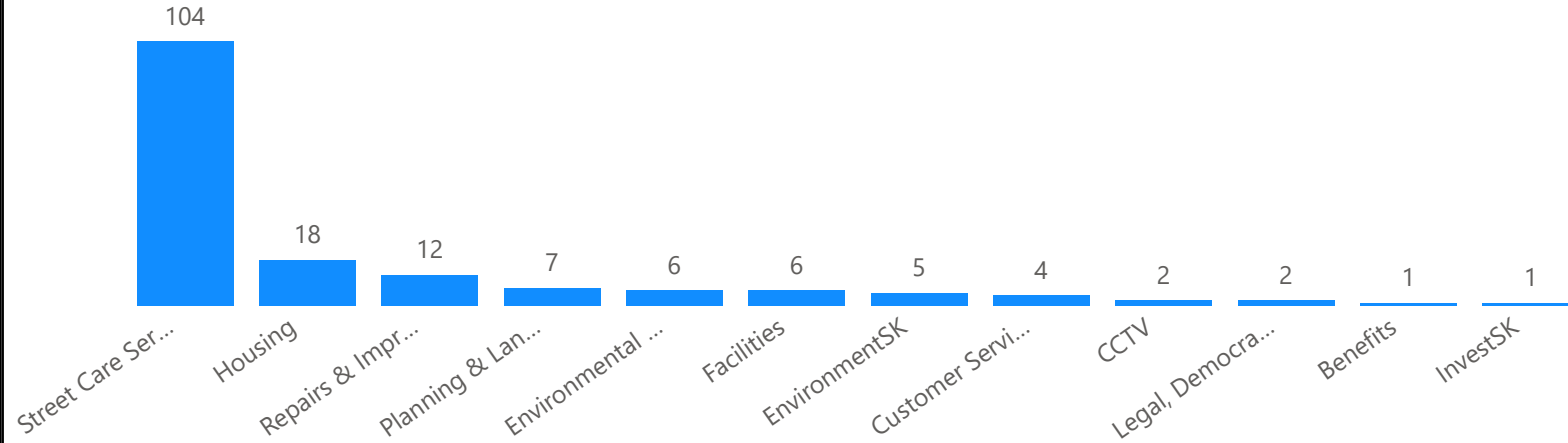
Reached Stage 2

1

Reached Stage 3

168

Stage 1 Complaints Lasting > 15 Days



68.57%

% Late @ Stage 1

1

Stage 2 Complaints Lasting > 15 Days



Repairs & Improvements

100.00%

% Late @ Stage 2

1

Stage 3 Complaints Lasting > 15 Days

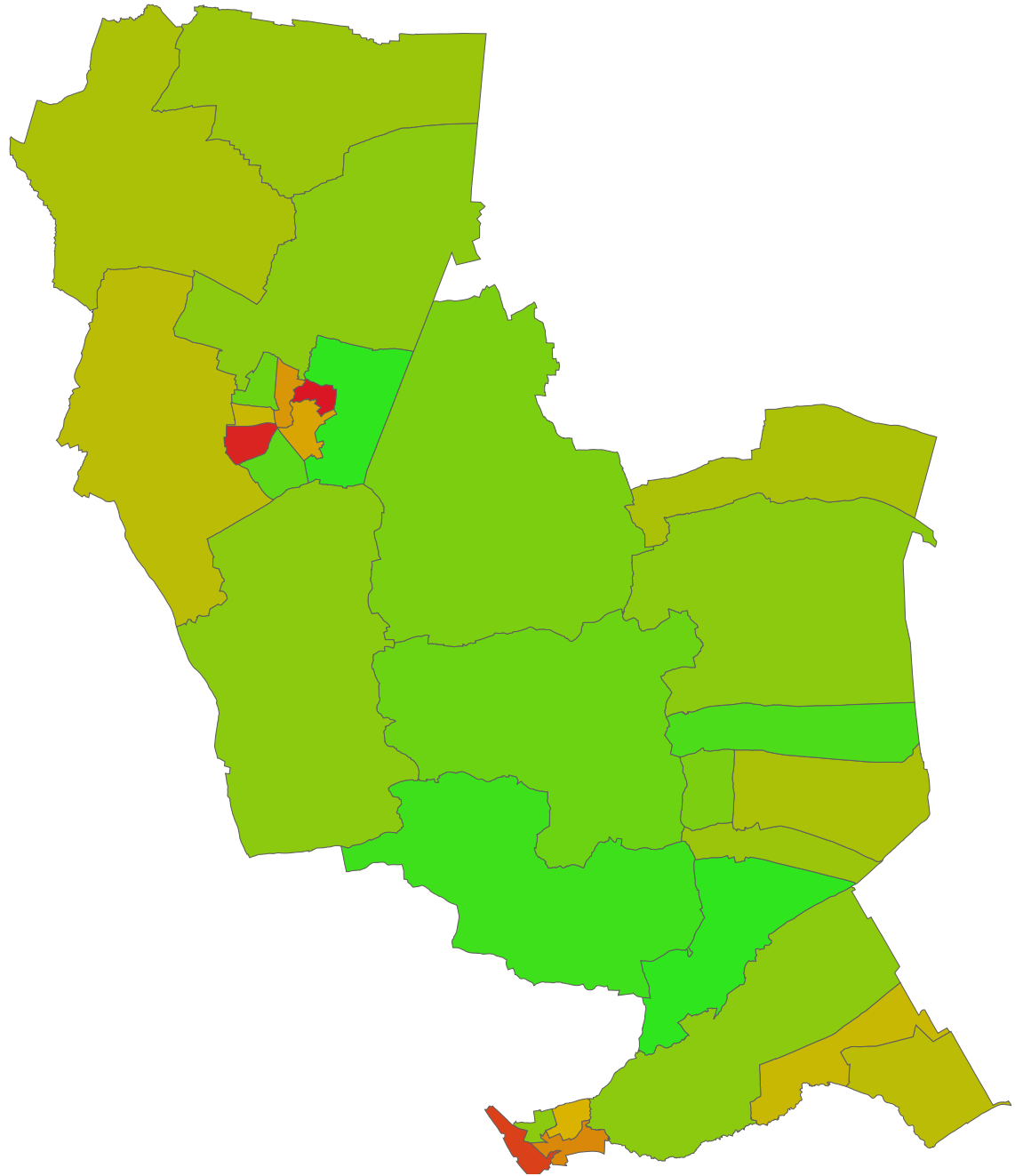


Repairs & Improvements

100.00%

% Late @ Stage 3

Feedback By Ward



17

Lives Out of Area or No Address

289

Feedback Given

245

Number of complaints Recieved

Wards

Aveland	Casewick	Grantham Barrowby Gate	Isaac Newton	No Address	Toller
Belmont	Castle	Grantham Earlesfield	Lincrest	Peascliffe & Ridgeway	Viking
Belvoir	Deeping St James	Grantham Harrowby	Lives out of our area	Stamford All Saints	
Bourne Austerby	Dole Wood	Grantham Springfield	Loveden Heath	Stamford St George's	
Bourne East	Glen	Grantham St Vincent's	Market & West Deeping	Stamford St John's	
Bourne West	Grantham Arnoldfield	Grantham St Wulfram's	Morton	Stamford St Mary's	