

Appendix 1 – Audit & Scrutiny, Complaint Report April 2024 to December 2024, Tables of statistics

Table 1

Service Area	Total Council Complaints (ALL stages)	Total Percentage Breakdown (ALL stages)	Stage 1	Stage 1 (%)	Stage 2	Stage 2 (%)
Operational Services	262	57%	242	92%	20	8%
Housing and Community	92	20%	86	93%	6	7%
Place Development	67	15%	45	67%	22	33%
Policy and Corporate	12	3%	11	92%	1	8%
Finance, Revenues & Benefits	19	5%	16	84%	3	16%
ICT	1	0%	1	100%	0	0%
Legal, Democratic & Election Services	5	1%	5	100%	0	0%
People and Organisational Development	0	0%	0	0%	0	0%
Property & Regeneration	2	0%	2	100%	0	0%
Totals:	460	100%	408	N/A	52	N/A

The table above shows total complaints by service area, further broken down into complaint stages between April 2024 and December 2024. The table below shows the same data for the same period last year.

Service Area	Total Council Complaints (ALL stages)	Total Percentage Breakdown (ALL stages)	Stage 1	Stage (1%)	Stage 2	Stage (2 %)
Operational Services	320	77%	294	92%	26	8%
Housing and Community	56	13%	49	88%	7	12%
Place Development	27	6%	20	74%	7	26%
Policy and Corporate	8	2%	6	75%	2	25%
Finance, revenues & Benefits	5	1%	5	100%	0	0
ICT	0	0%	0	0	0	0
Legal, Democratic & Election Services	2	1%	1	50%	1	50%
People and Organisational Development	0	0%	0	0	0	0
Property & Regeneration	0	0%	0	0	0	0
Totals:	418	100%	375	N/A	43	N/A

Table 2.1

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APR - DEC 2024	Place Development				Policy & Corporate Resources		Legal, Democratic and Election Services		Financial Services			Property & Regeneration	IT
	Planning	Planning enforcement	Planning policy	Trees	Contact Centre	Business Support	Legal	Democratic Services	Council Tax	Benefits	Finance	Facilities	IT
Stage 1	39	6	0	0	9	2	2	3	15	1		2	1
Sub Total:	45				11		5		16			2	1
Stage 2	17	4	1		1				3			0	0
Sub Total:	22				1		0		3			0	0
Total:	67				12		5		19			2	1

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Table 2.2

APR - DEC 2024	Operational Services								Housing & Communities				
	Refuse & Recycling	Grounds Maintenance	Venues	Streetcare	Mkts	Allot	Projects	Cemeteries	Environmental Health	Car Parks	Enforcement	Licensing	Housing
Stage 1	207	10	8	7	2	2	1	5	6	70	3	1	6
Sub Total:	242								86				
Stage 2	16	1	1	1				1	2	2	1		1
Sub Total:	20								6				
Total:	262								92				

Table 2 shows breakdown of complaint stage by service area team.

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Table 3

	Operational Services		Housing & Communities		Place Development		Policy & Corporate Resources		Legal, Democratic and Election Services		Financial Services		Property & Regeneration		IT Team	
Resolved in time stage 1	161	67%	55	64%	16	36%	8	73%	1	20%	11	69%	1	50%	1	100%
Resolved out of time stage 1	77	32%	31	36%	29	64%	3	27%	4	80%	5	31%	1	50%	0	0%
Resolved in time stage 2	15	75%	0	0%	10	45%	1	100%	0	0%	1	33%	0	0%	0	0%
Resolved out of time stage 2	1	5%	6	100%	12	55%	0	0%	0	0%	2	67%	0	0%	0	0%
withdrawn	4	2%	2	2%	0	0%	0	0%	2	40%	1	6%	0	0%	0	0%
no response yet	4	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0

Table 3 shows complaints responded to in time and out of time by service area

Table 4

	Operational Services		Housing & Communities		Place Development		Policy & Corporate Resources		Legal, Democratic and Election Services		Financial Services		Property & Regeneration		IT Team	
Upheld stage 1	189	78%	52	60%	4	9%	8	73%	0	0%	4	25%	2	100%	0	0%
Not upheld stage 1	45	19%	32	37%	41	91%	3	27%	3	60%	11	69%	0	0%	1	100%
Upheld stage 2	13	65%	2	33%	1	5%	1	100%	0	0%	0	0%	0	0%	0	0%
Not Upheld stage 2	3	15%	4	67%	21	95%	0	0%	0	0%	3	100%	0	0%	0	0%
withdrawn	4	2%	2	2%	0	0%	0	0%	2	40%	1	6%	0	0%	0	0%
no response yet	4	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0	0

Table 4 shows complaints upheld and not upheld by Service Areas