

Appendix 1 Quarter 1 2022/23 complaints analysis

Complaints received by service area/ month

Month	Corporate	Community	Env & Tech	Place	Total	Stage 1	Stage 2
April	11	0	0	5	16	16	0
May	6	0	5	2	13	11	2
June	4	0	1	1	6	6	0

Complaints by service area and subject area

Service area	April	May	June
Corporate	11	6	4
- Garden waste	5	4	0
- Council Tax	4	2	3
- Other (boundary dispute)	1	0	0
- Elections	1	0	0
- FOI	0	0	1
Place	5	2	1
- Planning	4	2	1
- BSU	1	0	0
Environment & Technical	0	5	1
- Parking	0	1	0
- Street cleaning	0	1	0
- Grounds maintenance	0	1	0
- Highways	0	1	1
- Countryside	0	1	0

Complaints by service area and service level agreement.

Service area	April		May		June	
	In SLA	Out SLA	In SLA	Out SLA	In SLA	Out SLA
Corporate	72% (8)	27% (3)	83% (5)	17% (1)	100% (4)	-
Place	40% (2)	60% (3)	50% (1)	50% (1)	100% (1)	-
Env & Tech	-	-	80% (4)	20% (1)	100% (1)	-

Complaints by outcome

Outcome	April	May	June
Complaint upheld	3	4	3
Partially upheld	2	0	0
Not upheld	8	7	2
Not available	3	2	0
Live	0	0	1

Complaints by category

Category	April	May	June
Delay in taking action without good reason	3	1	3
Failure to provide service	6	5	1
Mistakes in the way decision reached	0	2	0
Not following law or Council policy	3	1	0
Broken promises	0	0	0
Bias or unfair discrimination	0	0	0
Rude, unhelpful, or inappropriate behaviour	1	0	0
Poor communication	2	0	2
Not available	1	4	0

This category analysis attempts to capture the high-level root cause of the complaint, as far as can be identified from the correspondence between the officer and complainant. Categorising the complaint will help provide a simple view of the type of complaints being received. Over time this will enable us to consider any themes developing across the Council.

This category definition does not provide information about the underlying cause of the complaint, the ongoing management or corrective actions that may have been initiated by the officer.