

Appendix 1 complaints analysis across service areas comparing Q1 2023 with Q1 2022

	Q1 2023 number	Q1 2023 overall %	Escalated to S2	Response time %	Q1 2022 number*	Q1 2022 overall %
Communities	4	13%	1	100%	4	12%
Countryside	1	3%	0	100%	3	9%
Com. Safety	2	6%	1	100%	0	0
Housing	1	3%	0	0	0	0
Parking	0	0%	0	0	1	3%
Shared service	16	53%	1	92%	18	52%
Council Tax	7	24%	0	86%	9	26%
Business rates	2	7%	1	100%	0	0
Hsg Benefit	1	3%	0	100%	0	0
Waste Service	6	21%	0	83%	9	26%
Corporate	2	6%	0	50%	3	9%
Cttee Services	1	3%	0	0%	0	0
Elections	1	3%	0	100%	1	3%
FOI	0	0%	0	0	1	3%
Other	0	0%	0	0	1	3%
Place	8	26%	0	73%	10	29%
Env Health	2	6%	0	100%	0	0
Planning	5	16%	0	20%	7	20%
Infrastructure	1	3%	0	100%	2	5%
BSU	0	0%	0	0	1	3%

* Environment and Technical complaints in Q1 2022 have been amalgamated into service teams in Communities and Place.