

Appendix 1: Complaints Data 1<sup>st</sup> April – 27<sup>th</sup> September 2013

Table 1 : Total Complaints

		Environmental Services	Governance	Health and Housing	Regeneration and Planning	Resources
Total Upheld	48	39		5	3	1
Total Not Upheld	37	13	4	12	4	4
Ongoing	7	6		1		
Total for Q2	92	58	4	18	7	5

Table 2 : Total Complaints Split By Stage

		Stage 1	Stage 2	Local Government Ombudsman	Housing Ombudsman
Total Upheld	48	46	1	1	Nil
Total Not Upheld	37	30	1	6	Nil
Ongoing	7	6	1	Nil	Nil
Total for Q2	92	82	3	7	Nil

Table 3 : Total Complaints Split By Reason & Service

Type of Complaint	Total	Env Services	Governance	Health and Housing	Regeneration and Planning	Resources
Failure to Follow Procedure	29	18	2	5	3	1
Failure to take account of relevant matters	14	6	1	5	1	1
Malice, bias or discrimination	4			4		
Neglect or unjustifiable delay	29	25	1	2		1
Unhelpful attitude of employee	16	9		2	3	2
Total for Q2	92	58	4	18	7	5

Notes:

1. 7 complaints are still ongoing and therefore not yet known whether these will be upheld or not.
2. LGO complaints are the total number referred to the LGO for a decision.