

**Appendix B (i): Complaints Data 01 April - 31 December 2014**

**Table 1: Complaints by Service**

Status by Service	Environmental Services			Total by Status
	Quarter 1	Quarter 2	Quarter 3	
Not upheld	7	5	5	17
Partially upheld	2	2	0	4
Upheld	17	15	5	37
Open Cases	1	4	1	6
<b>Total by Service by Quarter</b>	<b>27</b>	<b>26</b>	<b>11</b>	<b>64</b>

Status by Service	Governance			Total by Status
	Quarter 1	Quarter 2	Quarter 3	
Not upheld	2	0	0	2
Partially upheld	0	0	0	0
Upheld	0	0	0	0
Open Cases	1	1	0	2
<b>Total by Service by Quarter</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>4</b>

Status by Service	Health & Housing			Total by Status
	Quarter 1	Quarter 2	Quarter 3	
Not upheld	2	3	2	7
Partially upheld	1	2	0	3
Upheld	0	2	0	2
Open Cases	2	1	0	3
<b>Total by Service by Quarter</b>	<b>5</b>	<b>8</b>	<b>2</b>	<b>15</b>

Status by Service	Regeneration & Planning			Total by Status
	Quarter 1	Quarter 2	Quarter 3	
Not upheld	1	3	2	6
Partially upheld	1	2	1	4
Upheld	0	0	0	0
Open Cases	0	1	1	2
<b>Total by Service by Quarter</b>	<b>2</b>	<b>6</b>	<b>4</b>	<b>12</b>

Status by Service	Resources			Total by Status
	Quarter 1	Quarter 2	Quarter 3	
Not upheld	3	0	2	5
Partially upheld	0	0	1	1
Upheld	1	2	0	3
Open Cases	2	1	0	3
<b>Total by Service by Quarter</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>12</b>

<b>Total by Quarter - All Services</b>	<b>43</b>	<b>44</b>	<b>20</b>	<b>107</b>
--	-----------	-----------	-----------	------------

**Appendix B (i): Complaints Data 01 April - 31 December 2014**

**Table 2: Complaints by Stage**

Status by Stage	Stage 1	Stage 2	Ombudsman	Total by Status
Not upheld	31	3	3	37
Partially upheld	9	1	2	12
Upheld	41	0	1	42
Open Cases	8	0	8	16
<b>Total by Stage</b>	<b>89</b>	<b>4</b>	<b>14</b>	<b>107</b>

**Table 3: Complaints by Type**

Status by Complaint Type	Environmental	Governance	Health & Housing	Regeneration & Planning	Resources	Total by Status
Failure to follow procedure	19	1	3	2	2	27
Failure to take account of relevant matters	7		2	5	1	15
Malice, bias or discrimination	1				0	1
Neglect or unjustifiable delay	21		1	2		24
Unhelpful attitude of employee	14		6	1	6	27
Open Cases	2	3	3	2	3	13
<b>Total by Service</b>	<b>64</b>	<b>4</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>107</b>