

APPENDIX B

Corporate Complaints Analysis 2014/15

Status by Service	<i>Environmental Services</i>				Total by Status
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Not upheld	7	5	5	5	22
Partially upheld	2	2	0	1	5
Upheld	17	15	5	7	44
Total by Service by Quarter	26	22	10	13	71

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

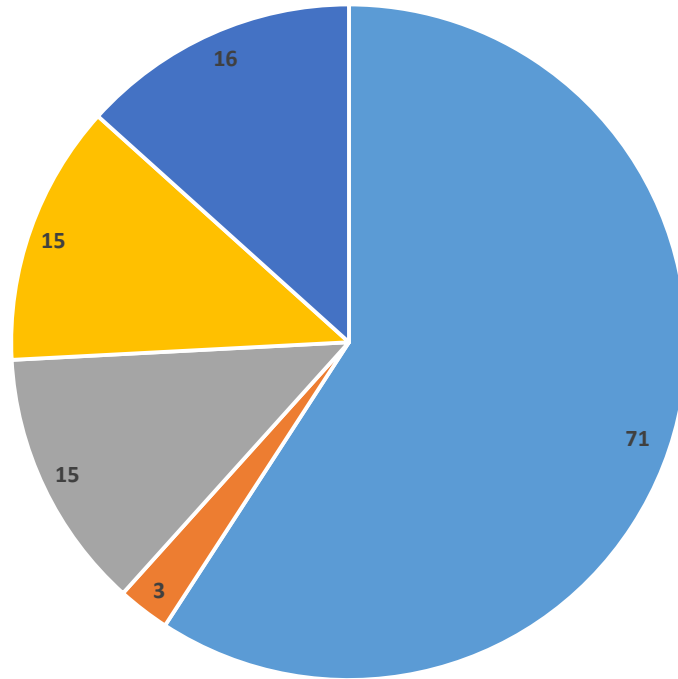
Status by Service	<i>Health & Housing</i>				Total by Status
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Not upheld	2	3	2	3	10
Partially upheld	1	2	0	0	3
Upheld	0	2	0	0	2
Total by Service by Quarter	3	7	2	3	15

Status by Service	<i>Regeneration & Planning</i>				Total by Status
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Not upheld	1	3	2	3	9
Partially upheld	1	2	2	1	6
Upheld	0	0	0	0	0
Total by Service by Quarter	2	5	4	4	15

Status by Service	<i>Resources</i>				Total by Status
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Not upheld	3	0	2	3	8
Partially upheld	0	0	1	4	5
Upheld	1	2	0	0	3
Total by Service by Quarter	4	2	3	7	16

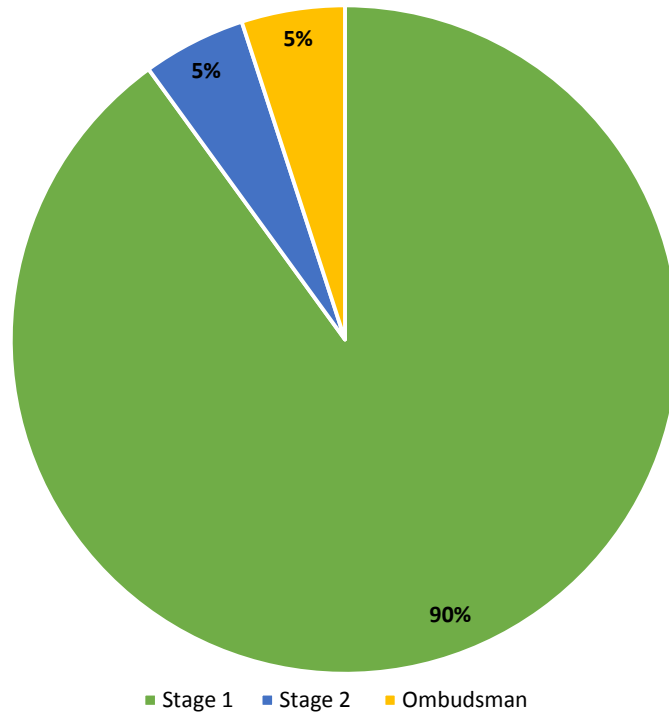
Total by Quarter - All Services	37	36	19	28	120
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Number of Complaints by Service

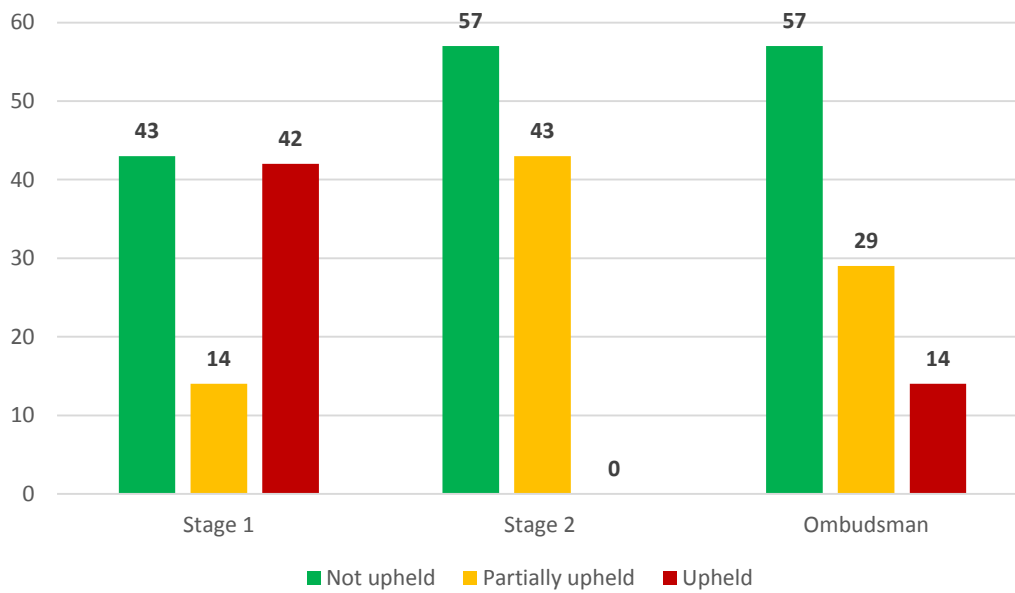


■ Environmental Servies ■ Governance ■ Health & Housing ■ Regeneration & Planning ■ Resources

% Complaints by Stage - 2014/15



% Complaints by Status - 2014/15



Number of Complaints by Type - 2014/15

