

## NUMBER OF NEW COMPLAINTS BY SERVICE AREA 2018/19

Service	Complaints received	Progressed to level 3	Progressed to Ombudsman	Started at Ombudsman
Housing – Estates Management	6	1		1
Housing – Building Works/Maintenance	8	1		
Housing – Options	11	5	1	
Planning	24	8		
Health & Leisure	16			
Coastal (Beach Huts)	8	2		
Waste and Recycling	5			
Parking	5			
Street scene	3			
Environment and Regulation	5	2		
Building Control	2			
Tax and Benefits	1			
Legal/Corporate	1			1
Disabled Facility Grants	1			
Estates & Valuation	1	1		
<b>Total</b>	<b>97</b>	<b>20</b>	<b>1</b>	<b>2</b>

**NUMBER OF COMPLAINTS BY SERVICE AREA 2017/18**

Housing	18
Planning	12
Health & Leisure	9
Tax & Benefits	6
Parking	6
Waste & Recycling	4
Planning (Policy)	3
Licensing	2
Environment & Regulation	1
Trees	1
Democratic Services	1
Legal	1
Street Scene	1
ICT	1
<b>Total</b>	<b>66</b>