

NUMBER OF COMPLAINTS CONSIDERED JUSTIFIED LOCALLY AND FINANCIAL SETTLEMENTS - 2018/19

Service	Total complaints	Justified – with apology & possible settlement	Financial settlements
Housing – Estates Management	6	1	1
Housing – Building Works/Maintenance	8	8	4
Housing – Options	11	7	2
Planning	24	1	1
Health & Leisure	16	11	4
Costal (Beach Huts)	8	1	
Waste and Recycling	5	5	1
Parking	5		
Street scene	3	1	
Environment and Regulation	5	1	2
Building Control	2	1	
Tax and Benefits	1	1	
Legal/Corporate	1		
Disabled Facility Grants	1		
Estates & Valuation	1		
Total	97	38	15