

NUMBER OF NEW COMPLAINTS BY SERVICE AREA 2019/20

Service	Complaints received	Progressed to level 3	Progressed to Ombudsman	Started at Ombudsman
Building Control	1			
Cemeteries	4			
Coastal (Beach Huts)	2	1	1	
Community Alarms	1			
Corporate Complaints				2
Environmental Health	3	3	1	
Elections	4	3		
Grounds Maintenance	1			
Health & Leisure	3			
Housing – Private Sector Housing	2	1		
Housing – Maintenance	7	2		
Housing – Estate Management	8	4		1
Housing - Options	5	4		
HR	1			
ICT	2			
Parking	2		1	
Planning – Development Control	13	5		
Planning - Enforcement	6	3	1	
Street Scene	4			
Tax & Benefits	2			
Tree Team	1			
Waste & Recycling	6	1		
Total	78	27	4	3

NUMBER OF COMPLAINTS BY SERVICE AREA 2018/19

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