

NUMBER OF COMPLAINTS CONSIDERED JUSTIFIED OR PARTLY JUSTIFIED LOCALLY - 2019/20

Service	Total Complaints	Justified or Partly Justified (including delay in dealing with complaint), which warranted an apology	Financial settlements
Building Control	1		
Cemeteries	4	2 (change of procedures required to assist applicants filling out complicated exclusive rights of burial applications)	1 (£30 application fee refunded)
Coastal (Beach Huts)	2		
Community Alarms	1		
Environmental Health	3		
Elections	4	1 (incorrect information provided when talking to department about registration)	
Grounds Maintenance	1	1 (grass cutting area missed)	
Health & Leisure	3	1 (complaint about the swimming service)	1 (refunded price of 1 lesson)
Housing – Private Sector Housing	2	2 (handling of DFG and matter concerning private sector housing standards)	2 (£100 goodwill gesture regarding contractor nominated by the Council to carry out DFG work as client unhappy with standard; £250 goodwill gesture regarding housing standards complaint in the private sector)

Housing – Maintenance	7	6 (handling of housing maintenance service issues including delay in carrying out remedial works)	3 (£1000 goodwill payment for damp, structural issues and offered to rehouse; 2 x £750 goodwill payment for delay in carrying out remedial works)
Housing – Estate Management	8	4 (disposal of goods within property in error and delays in responding to tenancy matters)	
Housing - Options	5	2 (not following warning markers register procedure and erroneous advice given)	2 (£350 goodwill gesture regarding warning markers register; £69 reduction in debt owed due to error in advice)
HR	1		
ICT	2	1 (form on website timed out without warning)	
Parking	2		
Planning – Development Control	13	10 (handling of planning service matters, including delays and lack of responses to complaints)	
Planning - Enforcement	6	2 (delays in responding to complaints)	
Street Scene	4	1 (lack of action/response to reports of street litter)	
Tax & Benefits	2	1 (dispute over bill)	1 (£290 repayment)
Tree Team	1		

Waste & Recycling	6	5 (missed bins)	
Total	78	39	10