

NUMBER OF NEW COMPLAINTS BY SERVICE AREA 2020/21

Service	Complaints received	Progressed to level 3	Progressed to Ombudsman	Started at Ombudsman
Building Control	0			
Cemeteries	0			
Coastal (Beach Huts)	0			
Community Alarms	0			
Corporate Complaints	0			
Legal	2		1	
Environmental Health	1			
Elections	0			
Grounds Maintenance	0			
Health & Leisure	1			
Housing – Private Sector Housing	2		1	
Housing – Maintenance	10	1		
Housing – Estate Management	4	1		
Housing - Options	17	2		
Housing – Strategy & Development	1	1		
HR	0			
ICT	0			
Parking	4			
Dog Warden	1			
Planning – Development Control	12	9	3	
Planning – Enforcement	0		1	
Planning – Policy & Strategy	2			
Street Scene	3			
Tax & Benefits	4			1
Tree Team	4			
Waste & Recycling	5			
Total	73	14	6	1

NUMBER OF 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