

## NUMBER OF COMPLAINTS CONSIDERED JUSTIFIED OR PARTLY JUSTIFIED INTERNALLY - 2020/21

Service	Total Complaints	Justified or Partly Justified including delay in dealing with complaint (along with apology offered)	Financial settlements
Building Control	0		
Cemeteries	0		
Coastal (Beach Huts)	0		
Community Alarms	0		
Corporate Complaints	0		
Legal	2	2 (Data breach incidents in connection with a subject access request response)	2 (2 x £400 good will gesture).
Environmental Health	1		
Elections	0		
Grounds Maintenance	0		
Health & Leisure	1		
Housing – Private Sector Housing	2		
Housing – Maintenance	10	9 (Delays & incorrect information provided. Delay with maintenance. Damage to flooring, leaking roof and damage to walls. Lack of action regarding roof repair. Council driver speeding. Works not completed properly by contractor)	1 (£200 Contributory payment towards replacement flooring).
Housing – Estate Management	4	1 (Rodent issue from neighbouring property)	
Housing - Options	17	14 (Online home search not working. Delay & lack of response re housing need. Lack of response to emails. No help with housing situation. Decision process for allocating housing priority. Issues with temporary accommodation. Unhappy with priority band. Complaint re conduct of council officer).	1 (£250 Compensation for additional costs and inconvenience caused). 2 (£1,200. Value of loss for disposal of contents plus time and trouble). 3 (£78.86. Full amount that was paid in respect of the rent for the property).
Housing - Strategy & Development	1		
HR	0		

ICT	0		
Parking	4		
Dog Warden	1		
Planning – Development Control	12	5 (Lack of response to enquiry. Inconsistencies with planning permission. Complainant didn't receive a comprehensive reply. Lack of response to issues raised and information not provided)	
Planning - Enforcement	0		
Planning – Policy & Strategy	2	1 (Error made by officer regarding TPO application due to lack of clarity given in the application)	
Street Scene	3	2 (Wrongful removal of vehicle. Overnight parking and litter left)	
Tax & Benefits	4	1 (Council tax charges)	
Tree Team	4	1 (Delayed contact regarding encroaching tree)	
Waste & Recycling	5	4 (Garden waste non collection. Non delivery of waste sacks for years. Stack pile of sacks left on drive)	
<b>Total</b>	<b>73</b>	<b>40</b>	<b>6</b>

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

<b>Service</b>	<b>Total Complaints</b>	<b>Justified or Partly Justified including delay in dealing with complaint (along with apology offered)</b>	<b>Financial settlements</b>
Building Control	1		
Cemeteries	4	2 (help required completing forms for transfer of exclusive right of burial)	1 (£30 application fee refunded for ashes plot)
Coastal (Beach Huts)	2		
Community Alarms	1		
Environmental Health	3		
Elections	4	1 (incorrect information provided when talking to the department about registration)	

Grounds Maintenance	1	1 (lack of grass cutting)	
Health & Leisure	3	1	1 (Swimming lessons - refunded 1 lesson at Lymington £6.50 gave 6 months on the swim fit class at New Milton priced at £130)
Housing – Private Sector Housing	2	2	2 (£100 goodwill gesture regarding disabled facilities grant; £250 goodwill gesture regarding
Housing – Maintenance	7	6 (issues relating to lack of grounds maintenance. Uncompleted work access rd to garages. Lack of action regarding bathroom improvements)	3 (£1,000 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 (issues relating to delay with response to H&S issues raised at sheltered housing. Lack of action with housing priority)	
Housing - Options	5	2	2 (£350 goodwill gesture regarding non communication in respect of notification on 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 (service issues relating to the Council's handling of planning matters, including delays/lack of response in responding to complaints, error in letter, inconsistencies at site visit)	
Planning - Enforcement	6	2 (delay with responding to complaint)	
Street Scene	4	1 (Lack of action or response re reports of street mess)	
Tax & Benefits	2	1	1 (£290 repayment)

Tree Team	1		
Waste & Recycling	6	5 (issues relating to continued missed bins, lack of garden waste collection, paint tins and batteries not allowed in waste sacks, lack of assisted collection)	
<b>Total</b>	<b>78</b>	<b>39</b>	<b>10</b>