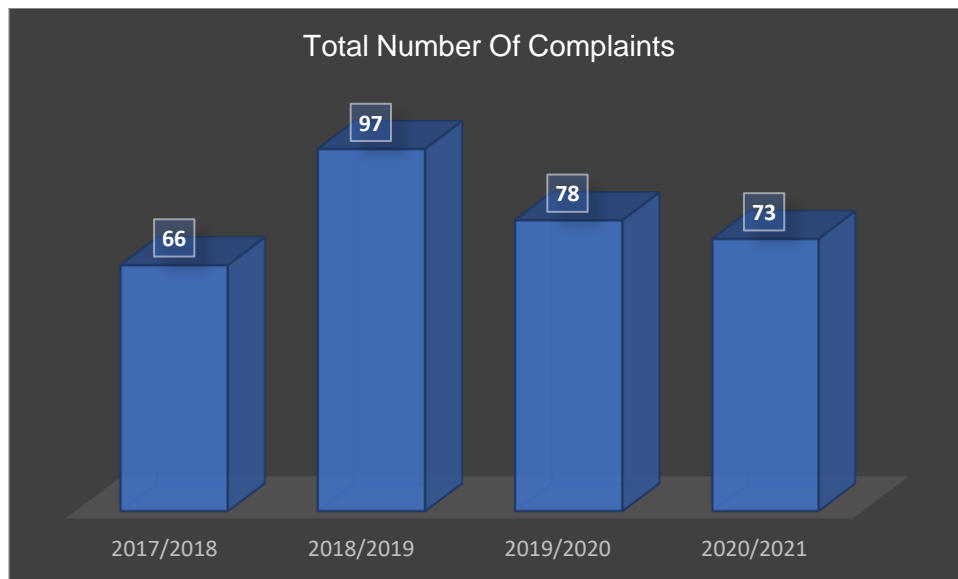


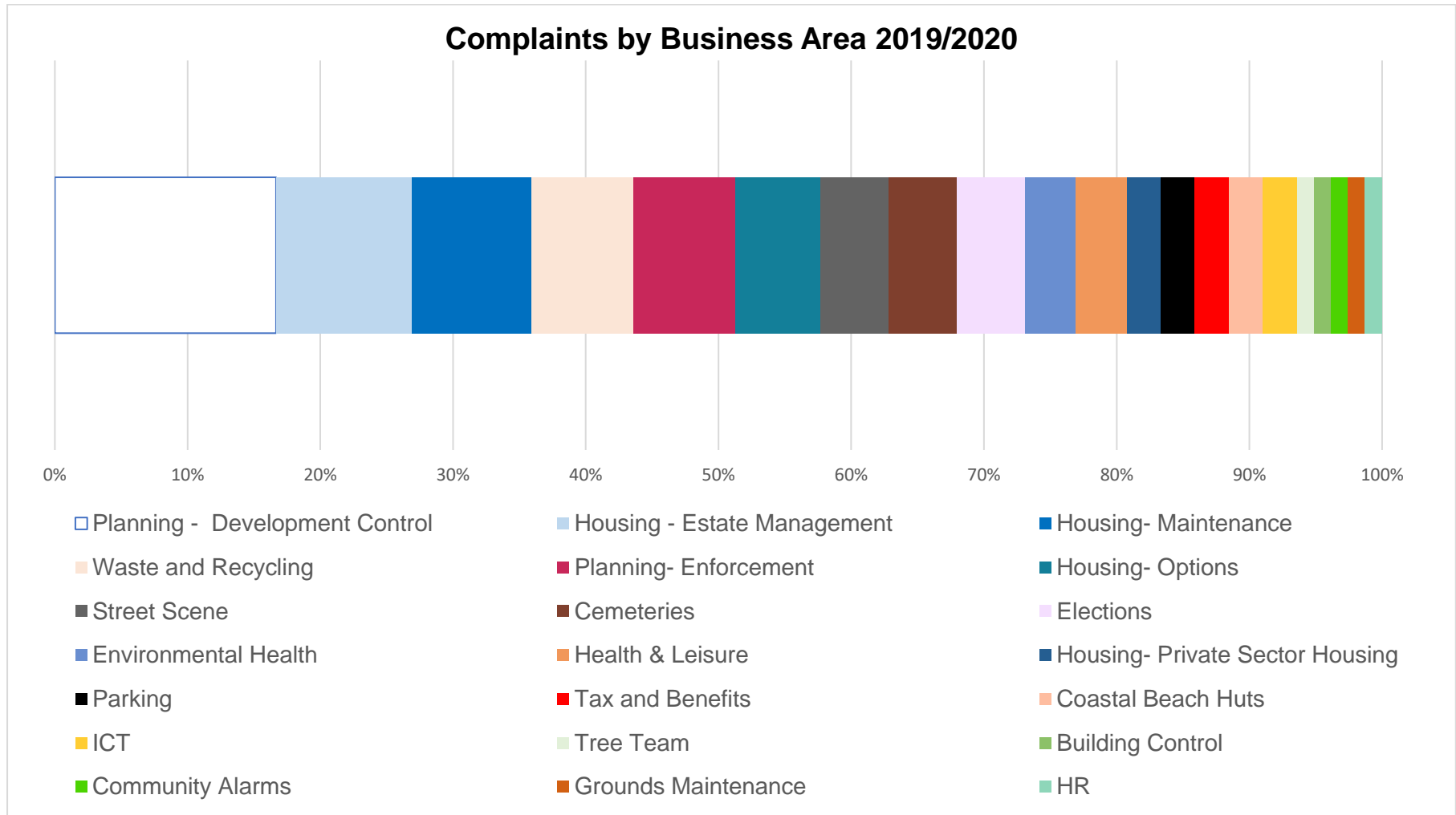
1. COMPARISON OF TOTAL NUMBER OF COMPLAINTS PER YEAR

Total number of complaints received 2017/2018, 2018/2019, 2019/2020 and 2020/2021

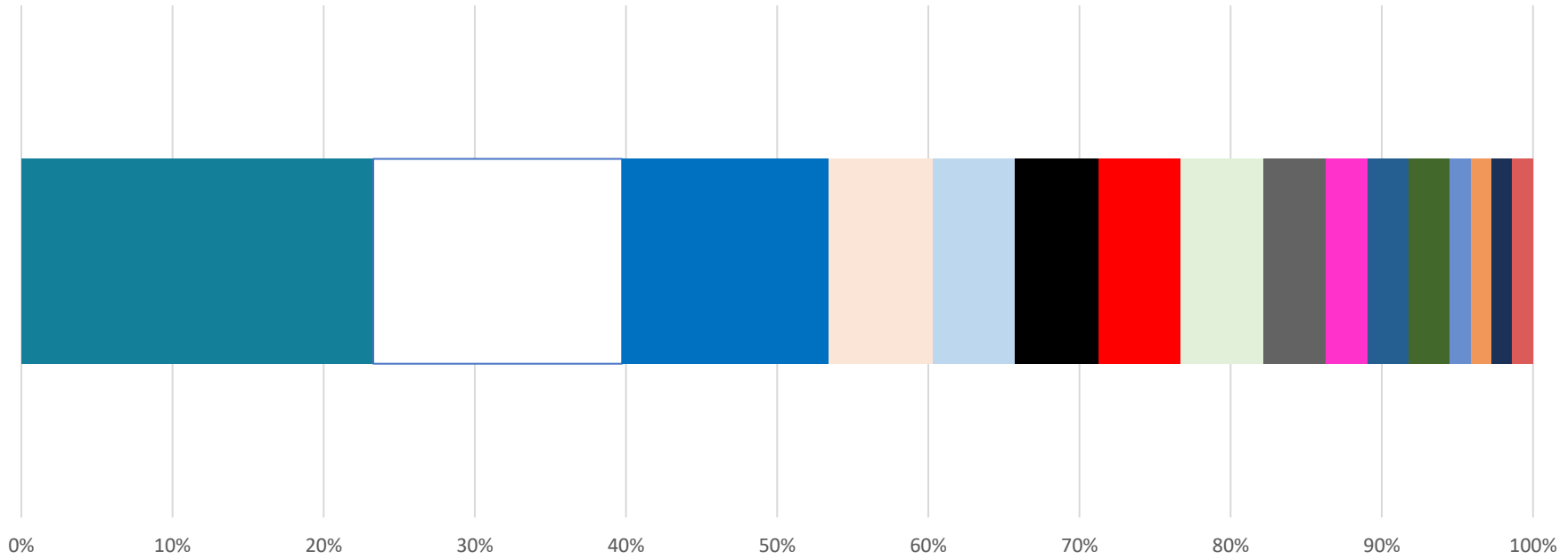


Total number of complaints received in 2020/2021 is 73, this is reduction of 6.4% from 2019/2020 when there was 78.

2. COMPARISON OF COMPLAINTS RECEIVED BY BUSINESS AREA FOR 2019/2020 AND 2020/2021



Complaints by Business Area 2020/2021



■ Housing- Options

□ Planning- Development Control

■ Housing- Maintenance

■ Waste and Recycling

■ Housing - Estate Management

■ Parking

■ Tax and Benefits

■ Tree Team

■ Street Scene

■ Legal

■ Housing- Private Sector Housing

■ Planning - Policy and Strategy

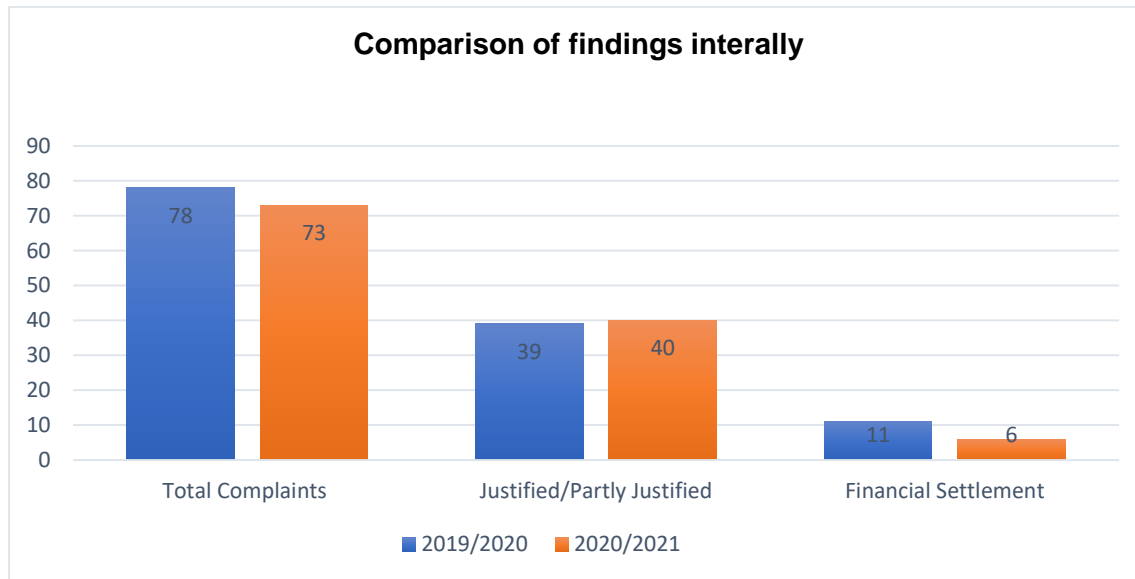
■ Environmental Health

■ Health & Leisure

■ Housing -Strategy and Development

■ Dog Warden

3. COMPARISON OF FINDINGS INTERNALLY FOR 2019/2020 AND 2020/2021



The number of complaints found to be justified/partly justified internally by NFDC has increased by 2.5% between 2019/2020 and 2020/2021.

The number of complainants that have been offered a financial settlement by NFDC has reduced by 45% between 2019/2020 and 2020/2021.