

NUMBER OF NEW COMPLAINTS BY SERVICE AREA 2021/22

Service	Complaints received	Progressed to level 3	Progressed to Ombudsman and Housing Ombudsman	Started at Ombudsman
Governance and Housing				
Information Governance and Complaints	1	1	1	
Legal and Procurement	1	1		
Housing Options, Rents, Support and Private Sector Housing	22	6	1	
Housing - Maintenance	13	2		
Housing - Compliance and Asset Management	2			
Housing – Strategy and Development	0			
Housing – Estate Management and Community Support	8	3		
Business Improvement and Elections	0			
Finance and Corporate Services				
Human Resources	0			
Health and Leisure	0			
ICT	0			
Revenues and Benefits	4			2
Estates and Valuation	0			
Finance	0			
Planning, Regeneration and Economy				
Building Control	0			
Coastal (Beach Huts)	0			
Parking/Enforcement	3			
Planning – Development Management (Planning and Enforcement)	17	8	8	
Planning – Policy & Strategy	0			
Tree Team	0			

Partnership and Operations				
Cemeteries	2	1	1	
Customer Services	1			
Grounds, Street Scene and Open Spaces	1			
Waste and Transport	13			
Environmental Health	1			
Total	89	22	11	2

NUMBER OF COMPLAINTS BY SERVICE AREA 2020/21

Service	Complaints received	Progressed to level 3	Progressed to Ombudsman and Housing Ombudsman	Started at Ombudsman
Governance and Housing				
Information Governance and Complaints	0			
Legal and Procurement	2		1	
Housing Options, Rents, Support and Private Sector Housing	19	2		
Housing- Maintenance	10	1		
Housing- Compliance and Asset Management	0			
Housing – Strategy & Development	1	1		
Housing – Estate Management and Community Support	4	1		
Business Development and Elections	0			
Finance and Corporate Services				
Human Resources	0			
Health and Leisure	1			
ICT	0			

Revenues and Benefits	4			1
Finance				
Planning, Regeneration and Economy				
Building Control	0			
Coastal (Beach Huts)	0			
Parking/Enforcement	4			
Dog Warden	1			
Planning – Development Management	12	9	3	
Planning – Enforcement	0		1	
Planning – Policy & Strategy	2			
Tree Team	4			
Partnership and Operations				
Cemeteries	0			
Customer Services	0			
Waste and Transport	5			
Grounds, StreetScene and Open Spaces	3			
Environmental Health	1			
Total	73	14	6	1