

APPENDIX 2

NUMBER OF COMPLAINTS BY SERVICE AREA 2017/18

Service	Total complaints received (Level 1)	Proceeding above level 1	Progressed no further than level 2	Progressed no further than level 3	Ombudsman
Housing	18	4	1	1	2
Planning (Development Control/Enforcement)	12	5	2	2	1
Health & Leisure	9	1	1		
Tax and Benefits	6	1			1
Parking	6	1	1		
Waste and Recycling	4	2		2	
Planning (Policy)	3	1		1	
Licensing	2	0			
Environment and Regulation	1	0			
Trees	1	0			
Democratic Services	1	0			
Legal	1	1			1
Street scene	1	1		1	
ICT Services	1	0			
Total	66	17	5	7	5

NUMBER OF COMPLAINTS BY SERVICE AREA 2016/17

Housing	19
Planning	16
Leisure	14
Tax & Benefits	5
Parking	2
Cemeteries	2
Waste & Recycling	2
Street Scene	2
Coast Protection	1
ICT (address management)	1
Dem Services (elections)	1
	65