

NUMBER OF COMPLAINTS CONSIDERED JUSTIFIED LOCALLY AND LOCAL FINANCIAL SETTLEMENTS - 2017/18

Service	Justified – with apology and possible settlement	Justified – in part	Number of Financial settlements
Housing	4	4	3
Planning – Development Control and Enforcement	2	1	0
Health & Leisure	5	4	1
Tax and Benefits	3	0	1
Parking	0	0	0
Waste and Recycling	3	0	1
Planning - Policy	0	0	0
Licensing	0	2	0
Environment and Regulation	0	0	0
Trees	0	0	0
Democratic Services	0	0	0
Legal	0	0	0
Street scene	0	1	0
ICT Services	0	0	0
Total	17	12	6