Complaints received by teams by month April 2014-March 2015

	April			May			
	S1	S2	Omb	S1	S2	Omb	S1
Amenities & Leisure - Leisure centres							1
Building Control – East		1					
Building Control – North	1	1		1			
Building Control – South		1					
Building Control – West							1
Development Control	1						
Development Control – East	1						
Development Control - Enforcement	1						
Development Control – North	1	1		1	1		
Development Control – South				1			
Development Control – West	1	1		1			2
Development Control- Technical Support (website, land charges)							
Economic Development and Planning							
Environment services							
Environment services – Enforcement							
Environment services - Fleet							
Environment services – Parking	1			2			
Environment services – Rights of Way and Countryside	1						
Highways and Streetscene	4			2			1
Highways and Streetscene – Asset management and commissioning	2			1			1
Highways and Streetscene – East							1
Highways and Streetscene – North	2	1		2			1
Highways and Streetscene – South	3	1		6	2		6
Highways and Streetscene – Sustainable transport	1						
Highways and Streetscene – Traffic & Network Management	1						
Highways and Streetscene – West				2	2		2
Housing				1			
Housing – Allocations and Options (North)	2				1		
Housing – Allocations and Options (South)	4			2			2
Housing - Improvement				1			
Housing - Management	1			2	1		4
Housing – Mental Health							
Housing – Private Sector (North)							
Housing - Repairs	1			4			4
Housing – Tenant Participation							
Housing- Income							
Libraries							
Passenger Transport							
Waste and Recycling		1		1			
Waste and Recycling Collection – East & North				3			5
Waste and Recycling Collection – South & West	7			3			1
Waste Management (black box collection)							1
TOTALS	36	8	0	36	7	0	33

S1= Corporate Complaint Stage 1
S2= Corporate Complaint Stage 2
Omb= Ombudsman (LGO or Housing Ombudsman)

June		July			August			September			October		
S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb
		1									1		
		1	1										
									1				
		1			1	1					1		1
			1		1								
1		2	1			2				2	1		
	1					1		1			3	1	1
2		2	1		2	1					1		1
		1						1				1	
			1			1							
2													
								1					
								1					
		1						1			1		
		1			1						1		
		1						2					
2					3	1		1	1				
		1						2					
					2	1		1			1		
		2		1	1			1					
					1								
					1	1		2			1		
					1			1			3		
					2	1		1			1		
		2	1					1			1		
1		1	1		1			2	1			1	
					1						1		
1		3			6			5	2		6	1	
		1											
			1							1			
2		5	1		5			11	1		10		
					1								
		1			1						1	1	
		3			3			2			2	1	
		2			2			2	2		1		
		1						1					
11	1	33	9	1	36	10	0	40	8	3	37	6	3

November			December			January			February			March	
S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2
			1				1						
1													
1							1		2	1			1
		1	1						1			1	1
	4					2			1				1
			1	1		1	1			1	2		
1							1					1	1
												1	
						2	1		1				
												1	
2									2			1	1
			1			1			1				
1									1			2	1
1		1			1	1			2			4	
			1							1			
2			2				1		1			3	
1						1							
1						1			1				
1			1	1		2	1		2			1	1
			1									2	
1	2			1		3						3	
									1				
12	1		10			9	1		4	1		3	1
												1	
									1				
1	1			1		1	1					2	
						1							
2			1			4			1			2	
			6			2			1			1	
									1				
28	8	2	26	4	1	31	9	0	24	4	2	29	8

Omb	TOTALS
	5
	1
	5
	1
	1
	2
	7
	9
	18
1	18
1	23
	3
	6
	2
	2
	1
	10
	4
	11
	18
	7
	16
	33
	4
	6
	20
	8
	11
1	27
	6
1	43
	1
	3
	86
	1
	1
	1
	11
	3
	29
	30
	4
4	498