

Complaints received by teams by month April 2015-March 2016

	April			May			June	
	S1	S2	Omb	S1	S2	Omb	S1	S2
Building Control North	1	1						
Building Control South				2			1	
Building Control West								
Development Control- Central	1		1			3	1	
Development Control- Enforcement					1		1	
Development Control- North	1			1	1		3	1
Development Control- South	2	1						1
Development Control- Technical Support								1
Economic Development and Planning						1	1	
Economy & Enterprise- Spatial Planning					1			
Environment Services- Enforcement							1	
Environment Services- Fleet								
Environment Services- Parking	1		1					
Environment Services- Rights of Way & Countryside	1							
Highways and Streetscene- Asset Management & Commissioni	2			1	1		1	1
Highways and Streetscene- East	2	2			1			
Highways and Streetscene- North	1						3	
Highways and Streetscene- South	1						1	
Highways and Streetscene- Sustainable Transport		1						
Highways and Streetscene- Traffic & Network Management								
Highways and Streetscene- West	1		1	1			1	1
Housing - Private Sector South								
Housing- Allocations & Options North	2			1				
Housing- Allocations & Options South	2	1		1			2	
Housing- Asset Management (Refurbs etc)	1							
Housing- Improvement								1
Housing- Income								
Housing- Management	2	1						1
Housing- Private Sector North	1							
Housing- Repairs	2	1					6	
Housing- Tenant Participation								
Leisure Centres								
Passenger Transport	1			1	1			
Waste & Recycling- East	1			1			3	
Waste & Recycling- North	2						2	
Waste & Recycling- South							3	
Waste & Recycling- West	1						5	
Waste Management (Black Box Collections)							3	
TOTALS	29	8	3	9	6	4	38	7

S1= Corporate Complaint Stage 1

S2= Corporate Complaint Stage 2

Omb= Ombudsman (LGO or Housing Ombudsman)

	July			August			September			October			
Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1	S2	Omb	S1
	1						2						
										1	1		
	2			1				1		1	2	1	
		1			1							1	1
	1	1								1			1
		1							1				1
	2			1	2								
							1						
	1			1			1						
													1
	4			3			1			1			2
	2			2			5			1	2	1	2
				1						1			1
	2	1		2	1						2		1
	2			5			1			1			3
							1						1
	1			1			1		1	2			
	2			1			1		1				1
				1						1			
	2	1		1			3			1			
					1								1
							1	1					1
				1	1		2	1		2			
	1												
1	1			1			3			3	1	1	4
										1			
	1									1			2
				1					1				
				2			4	1					
	1			2						7	1		1
	3			2			1			1			1
	7			2			1			1			1
				1									
1	36	5	0	32	6	0	29	4	4	28	9	4	26

November		December			January			February			March		
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	1						1					
										1	1		
		3			1	2					1		
												1	
		2			1				1		1		
		1			1				1				
		2			1	1		1					
					1			1					
	1				1	3		1					
			2					1					
	1	1						1			1	1	
					3			2			1	1	1
			1					1					
						1					1	1	
		1									2		
						1			1			1	
				1	2						3		
		1						1					
			2		2			2			1		1
					1								
1					7			6			5	1	
1													
		1			1						1		
	1	3				1		1					
								1			1		
		3			1			2			2		
1					1						1	1	
1		1			1			1			1	1	
		1											
6	5	22	5	1	27	10	0	24	3	1	25	10	2

TOTALS
6
6
1
22
10
13
14
2
7
2
9
3
8
14
27
11
18
22
3
8
14
1
8
16
9
3
3
19
3
44
2
7
12
14
24
15
24
5
429