

## Appendix A

### Complaints received and speed of response

9 corporate complaints were received between October 2013 and the end of March 2014. The table below shows how this compares with the previous 6 months and full year.

	Total number received and completed	Number responded to within target of 20 working days (or within extension agreed with complainant)	Percentage responded to within target of 20 working days
<b>October 2013 – March 2014</b>			
Step 1	4	4	100%
Step 2	5	4	80%
<b>April 2013 - September 2013</b>			
Step 1	9	5	56%
Step 2	9	8	89%
<b>April 2013 – March 2014 (full year)</b>			
Step 1	13	9	69%
Step 2	14	12	86%

Analysis of corporate complaints received by Head of Service

<b>Service</b>	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	March 2014	<b>Total complaints received</b>
Housing and Environmental Health					1	2	3
Legal		1					1
Planning and Regulatory Services			1				1
Resources and Performance (including ARP)		1	1			1	3
Waste and Property management	1						1
<b>Monthly Totals</b>	1	2	2		1	3	<b>9</b>