

## Appendix 1

### Compliments, Comments and Complaints

<b>Summary of Feedback Received</b>	<b>01 November 2021 – 31 October 2022</b>	<b>01 November 2022 – 31 October 2023</b>
Complaints received	383	550
Comments received	125	137
Compliments received	94	109
Number of complaints at level 2	56	95
Number of complaints at level 2 upheld	9	18
Number of complaints at level 1 upheld	92	129
Number where a change was made to the service procedures as a result of the complaint	19	25
Open at start of date range	223	137
Open at end of date range	339	109

Complaints                    44% INCREASE

Compliments                16% INCREASE

Comments                    10% INCREASE

<b>Feedback Processed</b>	<b>01/11/2021 – 31/10/2021</b>				<b>01/11/2022 – 31/10/2023</b>		
<b>Service</b>	<b>Complaints</b>	<b>Compliments</b>	<b>Comments</b>		<b>Complaints</b>	<b>Compliments</b>	<b>Comments</b>
Abandoned Vehicles		1					
Affordable Housing	1						
Building Control			1				
Business Rates							1
Car Parks	7				9	1	7
Community Development					1		
Community Housing support		1			1		
Community Safety			1		1		
Council Tax Billing	13	2	2		7		1
Council Tax Recovery	4				10		
Council Tax Reduction	2				1		
Customer Services	10	5	2		12	8	3
Democracy and Members	10				7		
Dog Strays or Fouling	1				2		
Drainage and Flooding					1		
Electoral Register					2	1	1
Environmental Issues					3		
Environmental Services	6				4		
Finance					1		
Fly Tipping	1	3					
Garden Waste	2	1	1		5	3	6
Grass Cutting			2		8	1	
Health & Safety					1		1
High Hedges					1		
Homelessness	18	2			12		1
Housing Benefits	7	1			3		
Housing Repairs	95	31	74		130	50	61
Housing Tenancy	109	17	17		128	22	12
Human Resources	1						

ICT Services					3		1
Legal Services	1						
Leisure	2		3		4		
Licensing	5				4		
Markets	1						
Monitoring Officer					10		
Parks and Flower Beds					1		
Planning - Development Control	24				26		1
Planning - Forward Planning	2	1			2		1
Pollution incl Noise	1				3		
Private Sector Housing	2				2		
Property Services	4		2		9	1	3
Public Toilets					1		
Recycling	20	11	9		55	9	21
Refuse Collection	31	15	11		74	6	14
Street Cleansing		3			5	6	1
Street Naming	2						
Trade Waste						1	1
Uncategorised	1						
Waste Transfer Station					1		
	383	94	125		550	109	137