

Appendix 1

Feedback Processed

01 April 2022 – 31
March 2023

01 April 2023 – 31
March 2024

Service	Complaints	Compliments	Comments
Affordable Housing	1		
Business Rates			1
Car Parks	6		6
Community Development	1		
Community Safety			1
Council Tax Billing	9	1	1
Council Tax Recovery	11		
Council Tax Reduction	1		
Customer Services	15	6	5
Democracy and Members	16		
Dog Strays or Fouling	1		
Drainage and Flooding			
Electoral Register			1
Environmental Issues	1		
Environmental Services	5		
Finance	1		
Fly Tipping	1	2	
Garden Waste		2	5
Grass Cutting	1		1
Health & Safety	1		
High Hedges			

Complaints	Compliments	Comments
7	1	2
2		
7		1
4		1
1		
8	8	
1		
1		
1		
2	1	
3		
4		
1	1	
5	1	2
11	1	
1		1
1		

Homelessness	18			8		
Housing Benefits	8			4		
Housing Repairs	108	36	57	119	52	73
Housing Tenancy	107	26	21	135	18	14
ICT Services	1		1	2		
Legal Services	1					
Leisure	1			4		
Licensing	1			4		
Markets	1					
Monitoring Officer	9			1		
Parks and Flower Beds				1		
Planning - Development Control	23		1	23		
Planning - Forward Planning	2		1	1		1
Play Areas				1		1
Pollution incl Noise	1			3		
Private Sector Housing	2			3		
Property Services	6	1	2	9		2
Public Toilets	1					
Recycling	35	6	19	43	13	14
Refuse Collection	54	9	15	60	10	16
Street Cleansing	1	1				
Street Naming	1					
Trade Waste	1				1	1
Uncategorised				1		
Waste Transfer Station				1	1	