

Bolsover District Council

Executive

8th September 2014

Comments, Compliments and Complaints Quarterly Report (Q1) 2014/15

**Report of the Joint Assistant Director – Customer Service and Improvement/
Customer Standards and Complaints Officer**

This report is public

Purpose of the Report

- To provide information on the monitoring and effective management of complaints and customer requests which is central to excellent customer service and the Council can use to improve services.
- To provide information on the number of compliments, comments and complaints for the period 1st April to 30th June 2014.

1 Report Details

Compliments

Table A shows the number of written compliments received for the period. In total 24 written compliments were received. A good cross section of compliments received from customers appreciating excellent service, including 7 for the Housing Department and 6 for Streetscene Services

Comments

Table B shows the number of written comments received for the period. 9 were responded to within standard (20 working days). There were no trends for this quarter.

Table C shows the above information by department.

Service Requests

This information is not available at this time as the new customer information system does not have a reporting function. ICT are currently looking at developing a reporting tool to capture this data.

Complaints

Stage one

Table E shows the number of stage one complaints for the period. The customer service standard for responding to Stage one complaints is 3 working days.

Table F shows the above information by department.

Stage two

Table G shows the number of stage two or written complaints received for the period by date order. 27 complaints were received during this period. All were responded to within our customer service standard of 20 working days. Whilst 9 complaints were for the Housing Department, there were no trends and none of the complaints were upheld.

Table H shows the above information by department.

Stage three

Table I shows the number of stage three complaints received for the period by date order. These are complainants who have already made a stage two complaint and still feel dissatisfied. During this period 3 stage three complaints were received, all of which were responded to within standard.

Ombudsman

Table J shows the status of Ombudsman complaints for 2014/15 as of 30th June 2014. During this quarter, two decisions were received, in one of which the Ombudsman discontinued her investigation and recorded the decision as 'Not upheld: no Maladministration' and another of which was closed after their initial enquiries. We received two further complaints, which were responded to within the LGO's statutory timescale of 20 working days and are currently awaiting those decisions.

Performance

The target of 100% has been achieved for responding to stage two complaints within 20 working days for 2014/15.

Table A: COMPLIMENTS SUMMARY 1/4/14 – 30/6/14

Date Received	Area	Summary of Compliment	Departments Involved
03/04/14	Bolsover	Thanks to Benefits Officer for helping with benefit claim and explaining everything	Revenues & Benefits
03/04/14	Bolsover	Thanks to CAN Rangers for help with Freedom Community Project	Community Services
04/04/14	Clowne	Thanks for cleaning graffiti from bus shelter	Streetscene Services
04/04/14	Bolsover	Thank you for professional handling of FOI request	(Customer Service & Improvement)
07/04/14	Clowne	Prompt and detailed response from Planning in respect of a development	Planning
07/04/14	Glapwell	Lovely job done by gardeners on assisted garden maintenance scheme	Streetscene Services
11/04/14	Shirebrook	Thanks for service from Customer Advisor and Plumber in relation to tap repair	Customer Service (& Improvement) Housing
11/04/14	Bolsover	Thank you for professional handling of FOI request	(Customer Service & Improvement)
14/04/14	New Houghton	Praise for the road sweeper who did a great job	Streetscene Services
14/04/14	Clowne	Super tots taster sessions, the children loved them, thank you to all staff involved	Leisure
08/05/14	Newton	The three operatives who came to fit combi-boiler and electrics are a credit to the Council	Housing
28/05/14	Creswell	Impressed with how clean and tidy the area is	Streetscene Services
28/05/14	Clowne	Thanks to Ground Maintenance Operative cutting the verges in Clowne, very helpful and cheerful	Streetscene Services
30/05/14	Langwith	Thanks to Streetscene Services, especially the Waste Services Officer, regarding a problem with bin collections	Streetscene Services
04/06/14	Blackwell	Thanks to Repairs Operative who changed her locks	Housing
04/06/14	Creswell	Housing Warden is a credit to the Council, resident was made very welcome and put at ease	Housing
10/06/14	Bolsover	Thanks to all Housing staff involved - love the flat, thanks you for help	Housing

Table A: COMPLIMENTS SUMMARY 1/4/14 – 30/6/14

Date Received	Area	Summary of Compliment	Departments Involved
10/06/14	Clowne	Thanks to Repairs Operative who repaired the shower, polite and very efficient	Housing
13/06/14	France	Thank you for help with overseas vote	Legal, Governance & Elections
13/06/14	Shirebrook	Thanks for help with direct payments	Revenues & Benefits
26/06/14	Clowne	Thanks for all the help given by Governance team	Legal, Governance & Elections
23/06/14	Bolsover	Thanks to Central Control who dealt with emergency call regarding anti-social behaviour	Housing
30/06/14	Shirebrook	Thanks to Creswell Leisure Staff for helping school out during sickness absence	Leisure
30/06/14	Shirebrook	Thanks to Customer Advisor for all help with benefits and DHP	Customer Service (& Improvement)

Table B: Compliments Summary by Department 2014/15

Department/Section	01/04/14 – 30/06/14	01/07/14 – 30/09/14	01/10/14– 31/12/14	02/01/15 – 31/03/15	Total
	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments	No. of Compliments
CEO/ CEPT					
Customer Service & Improvement	4				
Community Services	1				
Legal Governance & Elections	2				
Environmental Health					
Finance					
Housing	7				
Legal					
Leisure	2				
Planning	1				
Economic Growth					
Revenues & Benefits	2				
Streetscene Services	6				
Totals	24				

Table C: SUMMARY OF COMMENTS 1/4/14 – 30/6/14

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
02/04/14	South Normanton	Several issues to do with Council Tax, Housing and potholes	Revenues Housing (DCC)	28/4/14	16	Council Tax frozen (BDC precept), rents rising in line with Government policy and potholes reported to DCC
11/04/14	Clowne	Caddy is the wrong size for the recycling bin	Streetscene Services	30/4/14	11	Explanation of how caddy fits in bin (to rear)
30/04/14	Newton	Cost of a bin for a new build	Streetscene Services	8/5/14	5	The charge was set by the policy
06/05/14	Shirebrook	Further comments regarding Shirebrook Council Tax precept	Finance	15/5/14	7	Council Tax frozen (BDC precept), Shirebrook Town Council precept increased
12/05/14	Bolsover	Checking if work is being carried out to comply with Planning Regulations	Planning	10/6/14	20	Work is usually carried out toward the end of the development - Planning to check conditions
27/05/14	Whitwell	Sent in schedule of payments - freeman on the land	Legal & Governance Housing	12/6/14	12	Council does not accept 'freeman on the land' status
11/06/14	Pinxton	Still not happy with garage site	Housing Streetscene Services	8/7/14	19	Re-iterated advice previously given
27/06/14	Shuttlewood	Does not like the new arrangements to put food waste in the green recycling bin	Streetscene Services	28/7/14	20	Taking part in the scheme is discretionary. Information on where to get the recycling bags given

Table C: SUMMARY OF COMMENTS 1/4/14 – 30/6/14

Date Received	Area	Summary of Comment	Departments Involved	Date Response Sent	No of work days	Summary of Response
23/06/14	Bolsover	Various objections re: Sherwood Lodge	Legal & Governance Customer Service & Improvement	21/7/14	20	Reiterated previous responses

Table D: Comments Summary by Department 2014/15

Department/Section	01/04/14 – 30/06/14			01/07/14 – 30/09/14			01/10/14 – 31/12/14			04/01/15 – 31/03/15			Total		
	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time	No. of Comments	No. Responded to in time	No. responded to out of time
CEO/ CEPT															
Customer Service & Improvement	1	1													
Community Services															
Legal, Governance and Elections	2	2													
Environmental Health															
Estates & Property															
Finance	1	1													
Housing	3	3													
Leisure															
Planning	1	1													
Economic Growth															
Revenues & Benefits	1	1													
Streetscene Services	4	4													
Total	13	13													

Table E: Summary of Stage One Complaints 1/4/14 – 30/6/14

Date Received	Area	Summary of complaint	Department	Resolved Yes/No	No of work days	Remedy
01.4.14	Shirebrook	Tree cut down but roots not removed	Grounds Maintenance	Yes	1	Advice given
03.4.14	Shirebrook	Missed Burgundy Bin - contaminated and green bin only half emptied	Refuse	Yes	1	Advice given
03.4.14	Whaley Thorns	Missed Collection. Customer unhappy regarding presenting bin at the front of property	Refuse	Yes	1	Refuse team contacted customer
03.4.14	Whaley Thorns	Missed Collection. Customer unhappy regarding presenting bin at the front of property	Refuse	Yes	3	Refuse team contacted customer
04.4.14	South Normanton	Job out of time	Housing Repairs	Yes		Contacted customer
04.4.14	South Normanton	Time taken to respond to original request AND timescales being unavailable once outcome has been sorted	Housing Repairs	Yes	3	Tenant contacted, work is being carried out by contractor
09.4.14	Newton	Job still outstanding due to access problems and missed appointments	Housing Repairs	Yes	1	Customer contacted and message left
17.4.14	Shirebrook	Direct Debit council tax - money taken at wrong time	Revenues	Yes	3	New bill issued to customer

Table E: Summary of Stage One Complaints 1/4/14 – 30/6/14

23.4.14	Creswell	Tenant unhappy with regards to length of time being taken for a new kitchen to be fitted.	Housing Repairs	Yes	3	Tenant contacted
2.5.14	Barlborough	Missed Green Bin no fault of customer requesting a return to empty	Refuse	Yes	0	
02.5.14	Bolsover	Missed assisted bin not happy no side waste on Tuesday collection	Refuse	Yes	0	Advice given to customer
7.5.14	South Normanton	Burgundy bin missed	Refuse	Yes	0	
7.5.14	Shirebrook	Green bin not emptied	Refuse	Yes	1	Customer advised crew to return
8.5.14	Benefits	Waiting 2 months for benefits claim to be assessed	Benefits	Yes	6	Claim re-assessed
12.5.14	Bolsover	Not happy with advice regarding rent	Housing	Yes	6	Contact made to customer
14.5.14	Clowne	Green bin only half emptied	Refuse	Yes	1	
14.5.14	Clowne	Food caddy thrown over fence onto garden when delivered	Refuse	Yes	0	Contact made to customer
13.5.14	Blackwell	Regarding contractor's employees attitude	Refuse	Yes	1	
12.5.14	Bolsover	Regarding the way the caddies were delivered	Refuse	Yes	0	Advice given to customer
19.5.14	Stanfree	Central Control advice on out of hours repairs	Housing	Yes	1	Advice given to customer

Table E: Summary of Stage One Complaints 1/4/14 – 30/6/14

21.5.14	Creswell	Bolsover vehicle blocking her drive	Housing	Yes	3	Raised as a complaint on Housing system
22.5.14	Upper Langwith	Had 2 collections missed - burgundy bin	Refuse	Yes		Contact made with customer
27.5.14	Creswell	Reported flytipping 3 times	Grounds Maintenance	Yes	3	Private land – request passed to Environmental Health
27.5.14	South Normanton	Disabled customer put wrong items in burgundy bin would like someone to advise him	Refuse	Yes	1	Bin arranged to be emptied before next collection date
30.5.14	Creswell	Council operatives parking in designated parking bays for houses	Housing	Yes	0	Raised as a complaint
30.5.14	Shirebrook	Getting maggots now using food caddies	Refuse	Yes	3	Advice given
30.5.14	Langwith Junction	Getting maggots now using food caddies	Refuse	Yes		Advice given
30.5.14	Shirebrook	Getting maggots now using food caddies	Refuse	Yes	3	Advice given
4.6.14	Shuttlewood	Council operatives sprayed their flowers when spraying weed killer	Grounds Maintenance	Yes	1	Council operatives addressed and flower beds rectified
5.6.14	Bolsover	Grass cutting is a poor standard	Grounds Maintenance	Yes	1	Contact made to customer
5.6.14	Tibshelf	Maggots now using food caddies	Refuse	Yes	0	Advice given

Table E: Summary of Stage One Complaints 1/4/14 – 30/6/14

9.6.14	Bolsover	Caddy tipped out onto grass by bin crew	Refuse	Yes	1	Crew addressed
10.6.14	South Normanton	Assisted bin keeps being missed	Refuse	Yes	0	Bulky crew deployed to empty bin
10.6.14	Barlborough	Burgundy bin missed continually	Refuse	Yes	1	Additional collection arranged to empty bin
10.6.14	Bolsover	Been waiting a month for new bin lid	Refuse	Yes	0	Advice given
10.6.14	No address given	Grass overgrown	Grounds Maintenance	Yes	0	Advised within NEDCC area
11.6.14	Hardstoft	Burgundy bin continually missed	Refuse	Yes	3	Visited by contractor
11.6.14	Whitwell	Refuse bin thrown onto drive	Refuse	Yes	1	Contact made and situation addressed
12.6.14	Whitwell	Bins not collected and no one returned to empty them as advised	Refuse	Yes	0	Advice given
13.6.14	South Normanton	Green and burgundy bins missed twice	Refuse	Yes		Advice given regarding bin presentation
13.6.14	Stanfree	Waiting for sound monitor	Environmental Health	Yes	5	New case opened
13.6.14	Creswell	Still awaiting new kitchen to be fitted 2 years on from original report	Housing	Yes	1	Advice given
13.6.14	Shirebrook	Grass cutting left a mess	Grounds Maintenance	Yes	0	Visit made and re-cut arranged

Table E: Summary of Stage One Complaints 1/4/14 – 30/6/14

23.6.14	Barlborough	Burgundy bin missed	Refuse	Yes	1	Additional collection arranged
24.6.14	Tibshelf	Bins not emptied due to parked cars ongoing	Refuse	Yes	0	Additional collection arranged
24.6.13	Bramley Vale	Not happy with operative's language and attitude	Refuse	Yes	1	Crew addressed
26.6.14	Bolsover	Damp problem - still unresolved.	Housing Repairs	Yes	3	Advice given

Table F: Stage One Complaints Summary by Department 2014/15

Department/Section	01/04/14 – 30/06/14			01/07/14 – 30/09/14			01/10/14 – 31/12/14			04/01/15– 31/03/15			Total		
	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time	No. of Stage One Complaints	No. responded to in time	No. responded to out of time
CEO/ CEPT															
Customer Service & Improvement															
Community Services															
Legal, Governance and Elections															
Environmental Health	1		1												
Finance															
Housing	10	8	2												
Leisure															
Planning															
Regeneration															
Revenues & Benefits	2	1	1												
Streetscene Services (Refuse)	28	28													
Streetscene Services (GM)	6	6													
Total	47	43	4												

Table G: Summary of Stage Two Complaints 1/4/14 – 30/6/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/04/14	Clowne	House needs repointing	Housing	17/04/14	11	Works already ordered
03/04/14	Newton	Lack of services with relation to service charges	Housing Streetscene Services Revenues & Benefits	06/05/14	20	Charges in line with other authorities and reflect actual cost of service
02/04/14	Creswell	Has been told they do not have the 'Right to Buy'	Housing	06/05/14	20	Right to Buy has been granted after further information confirmed
09/04/14	Whitwell	Details of one of the customer's dependants not included on benefit claim	Revenues & Benefits	30/04/14	13	Apology for genuine error - but claimants are asked to check details
15/04/14	Pinxton	Flooding is still an issue on the rear garden	Housing Legal, Governance & Elections Estates & Property	14/05/14	18	Investigations are still ongoing as to the cause of the flooding, which is thought to originate from privately owned land
16/04/14	Shuttlewood	The housing allocated to him is unsuitable and alleges a breach of his data as his neighbours are aware of his past	Housing	16/05/14	20	No breach of data protection and tenancy conditions explained to all tenants
29/04/14	Clowne	Anti-social behaviour from neighbours	Community Services	16/05/14	13	Fouling on private land - appropriate action to be taken when evidence has been monitored

Table G: Summary of Stage Two Complaints 1/4/14 – 30/6/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/05/14	Creswell	Administration of DHP	Revenues & Benefits	16/05/14	9	Explanation regarding the internal review of DHP process (in accordance with the policy)
13/05/14	Barlborough	Weed spraying in Barlborough has damaged vegetation	Streetscene Services	20/05/14	5	Spraying done correctly – apology for delay in response to initial e-mail
08/05/14	South Normanton	Not enough service desks open at the Hub	Customer Service & Improvement	02/06/14	16	Apology for delay however new staff were being trained
13/05/14	Shirebrook	Repairs to soffits and fascias not completed yet	Housing	19/05/14	4	Not reported these repairs before - an inspection has been raised
12/05/14	Shirebrook	Benefits not sorted yet	Revenues & Benefits	05/06/14	18	Explanation of delays due to customer not providing information - apology for slight delay
21/05/14	South Normanton	Not happy with food caddies	Streetscene Services	03/06/14	8	Explanation of rationale behind scheme
08/05/14	Tibshelf	Other leaseholders have planted trees and put up fencing in open plan area	Housing	06/06/14	20	Housing Needs Manager to check the conditions of sale
02/06/14	Barlborough	Bin Operatives leaving a mess and needs a replacement green bin	Streetscene Services	17/06/14	11	Trade waste charged for, used bin supplied as a goodwill gesture
04/06/14	Glapwell	BDC Operatives using Back Lane as a 'rat run'	Streetscene Services Housing Environmental Health Leisure	16/06/14	8	Garage returned vehicle after repairs - been instructed not to do so in future

Table G: Summary of Stage Two Complaints 1/4/14 – 30/6/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
04/06/14	Bolsover	Unhappy with removal of toilets in Bolsover and thinks it's unlawful	Estates & Property Customer Service & Improvement Legal, Governance & Elections	17/06/14	9	BDC has no statutory duty to provide public toilets
12/06/14	South Normanton	Does not agree that she is liable for Council Tax on a property she owns	Revenues & Benefits	08/07/14	18	Council tax is payable as previously advised
19/06/14	Bolsover	Delay in paying benefit after tribunal found in her favour	Revenues & Benefits	04/07/14	11	Benefits Section awaiting Tribunal 'statement of reasons'
20/06/14	Bolsover	Does not agree with Planning permission given	Planning Legal, Governance & Elections	01/07/14	20	The withdrawal of the Local Plan Strategy does not significantly alter the balance of judgement and the decision is sound as NPPF policies have primacy in the balance of consideration.
17/06/14	Shirebrook	Antisocial behaviour and litter in Shirebrook	Community Services	08/07/14	15	Councillor exploring the possibility of PROW closure with DCC
10/06/14	Clowne	Son's housing issues - damp property want to move	Housing Environmental Health	08/07/14	20	Damp is caused by condensation/tenant's lifestyle
16/06/14	Shirebrook	Wants to complain that a direct debit was set up without his permission	Revenues & Benefits	14/07/14	20	Tenant was still occupying property after advising he had moved out

Table G: Summary of Stage Two Complaints 1/4/14 – 30/6/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
25/06/14	Whitwell	Regarding lack of response to trade bin for Whitwell Cricket Club	Streetscene Services	22/07/14	19	Trade bin missed due to new team on round - now resolved
30/06/14	Barlborough	Was not advised of when hedges would be trimmed	Streetscene Services Customer Service & Improvement	22/07/14	16	Apology for incorrect/ incomplete advice given
23/06/14	Chesterfield	Not happy with being kept on the EPR	HR and Payroll	09/07/14	12	Advised kept on EPR because of ongoing verbal abuse
23/06/14	Newton	Maintains Officers are blocking his access to service	Revenues & Benefits Customer Service & Improvement	15/07/14	16	Reminded to be respectful and courteous to officers and to stop using inappropriate language

Table H - Complaints (Stage 2) Summary by Department 2014/15

Department/Section	01/04/14– 30/06/14			01/07/14– 30/09/14			01/10/14- 31/12/14			04/01/15– 31/03/15			Total 2014/15		
	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time	No. of Complaints	No. Responded to in time	No. responded to out of time
CEO/ CEPT															
Customer Service & Improvement	4	4													
Community Services	2	2													
Environmental Health	2	2													
Economic Growth															
Estates & Property	2	2													
Finance															
Housing	9	9													
HR & Payroll	1	1													
Legal, Governance & Elections	3	3													
Leisure	1	1													
Planning	1	1													
Revenues & Benefits	8	8													
Streetscene Services	7	7													
Total	40	40													

Table I: Summary of Stage Three Complaints 1/414 – 30/6/14

Date Received	Area	Summary of Complaint	Departments Involved	Date Response Sent	No of work days	Remedy
02/04/14	Pleasley	Not happy with the installation of the speed bump at Pleasley Mill	Estates & Property	29/04/14	18	Speed hump is having a positive effect on slowing traffic down - will not be removed or replaced
22/05/14	Creswell	Not happy with the administration of the DHP or handling of the complaint at stage 2	Revenues & Benefits	13/06/14	15	DHP was administered in line with the DHP Policy, advice given in response to stage two complaint correct
17/06/14	Pinxton	Still having problems with flooding in the garden	Housing Estates & Property Legal & Governance Planning	14/07/14	19	Drainage to be installed in garden

Table J: Summary of Ombudsman Complaints 2014/15

Date Received	Area	LGO's Summary of Complaint	Departments Involved	Date Response sent	No. of Calendar Days	Date Decision Letter Received	Ombudsman's Decision
21/2/14	Stanfree	Allowed to speak at a Planning Committee meeting but not happy about the way it was conducted	Planning Governance	21/03/14	20	08/04/14	Discontinue investigation – there was no fault in the Council's actions.
06/05/14	Shirebrook	Benefit claim taking a long time	Revenues & Benefits	02/06/14	18		Awaiting decision
24/6/14	Creswell	CAB representative says they have not received a final response from the Benefits Section	Benefits	22/07/14	20		Awaiting decision
27/6/14	Bolsover	Dust from nearby farm is causing a nuisance	Environmental Health			27/06/14	Closed after initial enquiries - no further action, because there is insufficient evidence of fault on the Council's part.

2 Conclusions and Reasons for Recommendation

The report is to keep Elected Members informed of volumes and trends regarding compliments, comments, complaints.

3 Consultation and Equality Impact

The report is to keep Elected Members regularly informed of volumes and trends regarding compliments, comments and complaints. No consultation or equality impact assessment is required.

4 Alternative Options and Reasons for Rejection

Not applicable as the report is keep Elected Members informed rather than to aid decision making.

5 Implications

5.1 Finance and Risk Implications

Whilst there are no direct financial implications with regard to the report, the Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman if complaints are not handled well.

In cases of maladministration, financial penalties can be imposed by the Local Government Ombudsman or the Housing Ombudsman.

In the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines.

5.2 Legal Implications including Data Protection

The Council is at risk of recommendations or decisions by the Local Government Ombudsman and the Housing Ombudsman and, in the case of complaints about Freedom of Information, Data Protection and Environmental Information requests, the Information Commissioner's Office can issue decision notices and impose significant fines. There are no Data Protection implications.

5.3 Human Resources Implications

Not applicable as the report is to keep Elected Members informed.

6 Recommendations

That Executive note the overall performance on compliments/comments and complaints.

7 Decision Information

Is the decision a Key Decision? (A Key Decision is one which results in income or expenditure to the Council of £50,000 or more or which has a significant impact on two or more District wards)	No
District Wards Affected	All wards
Links to Corporate Plan priorities or Policy Framework	Customer Focused Services Strategic Organisational Development

8 Document Information

Appendix No	Title
Table A:	Compliments summary 1/4/14 – 30/6/14
Table B:	Compliments summary by department 2014/15
Table C:	Comments summary 1/4/14 – 30/6/14
Table D:	Comments summary by department 2014/15
Table E:	Stage one complaints summary 1/4/14 – 30/6/14
Table F:	Stage one complaints summary by department 2014/15
Table G:	Stage two complaints summary 1/4/14 – 30/6/14
Table H:	Stage two complaints summary by department 2014/15
Table I:	Stage three complaints summary 1/4/14 – 30/6/14
Table J:	Ombudsman complaints summary for 2014/15
Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)	
Report Author	Contact Number
Joint Assistant Director – Customer Service and Improvement Customer Standards and Complaints Officer	Ext: 2343 Ext: 2353