

**Appendix 1**

**Customer Services Unit  
Breakdown of Complaints Received**

- Categories of Trends: -**
- 1. We got it wrong**
  - 2. Policy Issues**
  - 3. Third Party**
  - 4. Unjustified**

<b>SERVICES</b>				<b>Total Complaints Received this Quarter Apr - June 2005</b>
	<b>July – Sept 2004</b>	<b>Oct - Dec 2004</b>	<b>Jan - Mar 2005</b>	
<b>FINANCE &amp; CORPORATE SERVICES</b>				
Benefits	4 (1) 1 (2) 2 (3) 0 (4) 1	0 (1) 0 (2) 0 (3) 0 (4) 0	2 (1) 0 (2) 1 (3) 0 (4) 1	0 (1) 0 (2) 0 (3) 0 (4) 0
Council Tax	2 (1) 1 (2) 1 (3) 0 (4) 0	1 (1) 0 (2) 0 (3) 0 (4) 1	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Democratic Services & Administration	2 (1) 0 (2) 2 (3) 0 (4) 0	1 (1) 0 (2) 0 (3) 0 (4) 1	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Finance	1 (1) 0 (2) 1 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Health & Safety	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Income	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Personnel	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0

<b>SERVICES</b>				<b>Total Complaints Received this Quarter Apr - June 2005</b>
	<b>July - Sept 2004</b>	<b>Oct - Dec 2004</b>	<b>Jan - Mar 2005</b>	
<b>REGENERATION &amp; DEVELOPMENT CONT.</b>				
Asset & Property Management	4 (1) 1 (2) 3 (3) 0 (4) 0	2 (1) 0 (2) 1 (3) 0 (4) 1	5 (1) 1 (2) 0 (3) 3 (4) 1	2 (1) 1 (2) 0 (3) 0 (4) 1
Cleansing	3 (1) 1 (2) 1 (3) 0 (4) 1	3 (1) 1 (2) 0 (3) 1 (4) 1	5 (1) 1 (2) 1 (3) 1 (4) 2	2 (1) 0 (2) 2 (3) 0 (4) 0
Community Safety	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	2 (1) 0 (2) 0 (3) 0 (4) 2	0 (1) 0 (2) 0 (3) 0 (4) 0
Countryside	2 (1) 0 (2) 0 (3) 1 (4) 1	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	1 (1) 0 (2) 0 (3) 0 (4) 1
Development Control	4 (1) 1 (2) 1 (3) 0 (4) 2	2 (1) 0 (2) 0 (3) 0 (4) 2	5 (1) 0 (2) 1 (3) 2 (4) 2	2 (1) 1 (2) 0 (3) 0 (4) 1
Economic Development	0 (1) 0 (2) 0 (3) 0 (4) 0	2 (1) 0 (2) 1 (3) 0 (4) 1	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Environmental Health	6 (1) 0 (2) 1 (3) 3 (4) 2	5 (1) 0 (2) 1 (3) 2 (4) 2	5 (1) 0 (2) 0 (3) 2 (4) 3	11 (1) 1 (2) 0 (3) 7 (4) 3
Grounds Maintenance	8 (1) 3 (2) 1 (3) 0 (4) 4	1 (1) 0 (2) 0 (3) 1 (4) 0	1 (1) 0 (2) 0 (3) 0 (4) 1	3 (1) 1 (2) 0 (3) 0 (4) 2
Highways/Drainage	1 (1) 0 (2) 1 (3) 0 (4) 0	2 (1) 0 (2) 0 (3) 0 (4) 2	2 (1) 1 (2) 0 (3) 1 (4) 0	1 (1) 0 (2) 1 (3) 0 (4) 0

SERVICES				Total Complaints Received this Quarter Apr - June 2005
	July - Sept 2004	Oct - Dec 2004	Jan - Mar 2005	
<b>REGENERATION &amp; DEVELOPMENT CONT.</b>				
Housing Policy	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	1 (1) 0 (2) 0 (3) 1 (4) 0
Refuse	12 (1) 0 (2) 5 (3) 1 (4) 6	11 (1) 4 (2) 1 (3) 0 (4) 6	32(1) 5 (2) 3 (3) 1 (4) 23	14 (1) 2 (2) 5 (3) 0 (4) 7
Environmental Services Enforcement	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	1 (1) 0 (2) 0 (3) 1 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
Recycling - Internal	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	1 (1) 0 (2) 1 (3) 0 (4) 0
<b>CORPORATE DEVELOPMENT UNIT</b>				
Corporate Development Unit	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0	0 (1) 0 (2) 0 (3) 0 (4) 0
<b>OTHER</b>				
Third Party	10 (1)1 (2) 1 (3) 7 (4) 1	5 (1) 1 (2) 1 (3) 3 (4) 0	9 (1) 0 (2) 0 (3) 7 (4) 2	9 (1) 1 (2) 0 (3) 7 (4) 1
<b>TOTAL</b>	<b>59</b>	<b>35</b>	<b>69</b>	<b>47</b>

## Appendix 2

### Customer Services Unit Breakdown of Ombudsman Complaints

<b>SERVICES</b>	<b>Total Received for Quarter July - Sep 2004</b>	<b>Total Received for Quarter Oct - Dec 2004</b>	<b>Total Received for Quarter Jan - Mar 2005</b>	<b>Total Received for Quarter Apr - June 2005</b>
Economic Development	0	0	0	0
Development Control	0	0	3	2
Highways/Drainage	0	0	0	0
Democratic Services & Admin	0	0	0	0
Council Tax	0	0	0	0
Benefits	1	0	0	0
Asset & Property Management	0	0	0	0
Environmental Health	0	0	0	0
Refuse	0	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>

### Appendix 3

#### Customer Services Unit Breakdown of Thanks Received

<b>SERVICE</b>	<b>Total Received July - Sept 2004</b>	<b>Total Received Oct - Dec 2004</b>	<b>Total Received Jan - Mar 2005</b>	<b>Total Received Apr - June 2005</b>
Refuse	1	0	0	0
Cleansing	1	2	0	0
Enviro-Call	0	0	0	0
Grounds Maintenance	1	0	1	0
Highways/Drainage	0	0	0	0
Technical Services	0	0	0	1
Customer Services/CDU	1	0	0	0
Development Control	0	0	1	0
Economic Development	1	0	0	1
Switchboard Staff	0	0	0	0
Management	0	0	0	0
Elected Members	0	0	0	0
Democratic Services & Admin	1	0	0	0
Benefits	0	0	0	0
Tenancy Relations	0	1	0	1
Suggestion Scheme	0	0	0	0
Environmental Health	0	1	0	0
Street Wardens	0	0	1	3
Customer Involvement Team	0	0	0	1
Miscellaneous	1	0	1	1
<b>TOTAL</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>8</b>

**Customer Services Unit  
General Enquiries**

<b>SERVICE</b>	<b>Received for Quarter July - Sept 2004</b>	<b>Received for Quarter Oct - Dec 2004</b>	<b>Received for Quarter Jan - Mar 2005</b>	<b>Received for Quarter Apr - June 2005</b>
Enquiries	340	318	441	360
Residents Associations	0	0	0	0
Internet Queries	148	125	179	165
MP Queries	1	0	0	0
<b>TOTAL</b>	<b>489</b>	<b>443</b>	<b>620</b>	<b>525</b>