

CENTRAL SERVICES – COMPLAINTS MONITORING REPORT

Acknowledgement Times – the number of complaints received and the percentage acknowledged within 3 working days with explanation where the target figure was not achieved. (100% target)

	% Acknowledged in 3 working days			
	Total	Actual	Target	Reason for Variance
Quarter 1 (Apr-Jun)	3	3 (100%)	90%	Not applicable
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Quarter 2 (Jul-Sept)	2	2 (100%)	90%	Not applicable
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Quarter 3 (Oct-Dec)	5	4 (80%)	100% (target revised)	Response from Roads section was required rather than Estates hence delay in process due to this having to be handled by two sections

Response Times – the number of complaints replied to and the percentage responded to within 20 working days with explanation where the target was not achieved. (75% target)

	% Answered in 20 working days			
	Total	Actual	Target	Reason for Variance
Quarter 1 (Apr-Jun)	3	2 (67%)	75%	Estates received a complaint that required input from several Departments. This information was received in time but the joint response took longer to draft than expected and was subsequently late by 5 working days.
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Quarter 2 (Jul-Sept)	2	2 (100%)	75%	Not applicable
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Quarter 3 (Oct-Dec)	5	4 (100%)	85% (target revised)	Response from Roads section was required rather than Estates hence delay in process due to this having to be handled by two sections

Complaint Outcome – the number of complaints that were upheld, part upheld or not upheld, detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not reoccur.

Appendix 3

	Number and Type	Outcome	Action Required
Quarter 1 (Apr-Jun)	2 x Estates 1 x Legal (Licensing)	Not upheld Not upheld	No action required No action required
Quarter 2 (Jul-Sept)	1 x Estates 1 x Legal	Part upheld Not upheld	Stones swept from path No action required
Quarter 3 (Oct-Dec)	3 x Estates 1 x Estates	Not upheld Upheld	No action required Road works to commence in this financial year – customer informed
	1 x Legal	Not upheld	No action required