

## Complaints Analysis 2016/17

|  | 2016/17 Target | Current Year - 2016/17 (Oct 2015 - Sep 2016) |                              |                       | Previous Year - 2015/16 (Oct 2014 - Sep 2015) |                              |                       | Previous Quarter - 2016/17 (Jul 2015 - Jun 2016) |                              |                       | Improving on previous year | Meeting Target | Improving on previous quarter |
|--|----------------|--|------------------------------|-----------------------|---|------------------------------|-----------------------|--|------------------------------|-----------------------|----------------------------|----------------|-------------------------------|
|  |                | Total No. Complaints                         | % Completed within timescale | Ave. days to complete | Total No. Complaints                          | % Completed within timescale | Ave. days to complete | Total No. Complaints                             | % Completed within timescale | Ave. days to complete |                            |                |                               |
| <b>All Council</b>                                 | 80%            | 247  | 79.8%                        | 15.0                  | 215   | 75.8%                        | 18.3                  | 233  | 76.4%                        | 17.1                  | Better                     | No             | Better                        |
| <b>Chief Executive</b>                             |                |  |                              |                       |   |                              |                       |  |                              |                       |                            |                |                               |
| Human Resources & Payroll                          | 80%            | 1  | 100.0%                       | 15.0                  | 1   | 0.0%                         | 100.0                 | 1  | 100.0%                       | 15.0                  | Better                     | Yes            | Same                          |
| Projects   | 80%            | 0  |                              |                       | 0   |                              |                       | 0  |                              |                       |                            |                |                               |
| Communications                                     | 80%            | 0  |                              |                       | 0   |                              |                       | 0  |                              |                       |                            |                |                               |
| ICT  | 80%            | 3  | 100.0%                       | 2.7                   | 2   | 100.0%                       | 6.0                   | 1  | 100.0%                       | 3.0                   | Better                     | Yes            | Same                          |
| Transformation, Elections & Civic                  | 80%            | 2  | 100.0%                       | 11.0                  | 0   |                              |                       | 2  | 100.0%                       | 11.0                  |                            | Yes            | Same                          |
| Audit  | 80%            | 0  |                              |                       | 0   |                              |                       | 0  |                              |                       |                            |                |                               |
| <b>Director of Business Support</b>                |                |  |                              |                       |   |                              |                       |  |                              |                       |                            |                |                               |
| Operations, Transport & Countryside                | 80%            | 103  | 83.5%                        | 14.1                  | 67  | 76.1%                        | 16.2                  | 91   | 75.8%                        | 16.0                  | Better                     | Yes            | Better                        |
| Asset & Risk Management                            | 80%            | 4  | 25.0%                        | 42.0                  | 9   | 66.7%                        | 13.3                  | 6  | 33.3%                        | 33.7                  | Worse                      | No             | Worse                         |
| Harbours   | 80%            | 1  | 100.0%                       | 13.0                  | 2   | 100.0%                       | 1.5                   | 1  | 100.0%                       | 13.0                  | Better                     | Yes            | Same                          |
| Corporate Finance                                  | 80%            | 16   | 100.0%                       | 6.1                   | 15  | 100.0%                       | 2.9                   | 17   | 100.0%                       | 5.9                   | Better                     | Yes            | Same                          |
| <b>Director of Democratic &amp; Legal Services</b> |                |  |                              |                       |   |                              |                       |  |                              |                       |                            |                |                               |
| Legal  | 80%            | 5  | 40.0%                        | 62.8                  | 1   | 0.0%                         |                       | 6  | 33.3%                        | 62.8                  | Better                     | No             | Better                        |
| Procurement & Print                                | 80%            | 0  |                              |                       | 0   |                              |                       | 0  |                              |                       |                            |                |                               |
| Regulatory & Governance                            | 80%            | 0  |                              |                       | 0   |                              |                       | 0  |                              |                       |                            |                |                               |
| Benefits   | 80%            | 4  | 100.0%                       | 1.5                   | 5   | 100.0%                       | 2.2                   | 2  | 100.0%                       | 1.0                   | Better                     | Yes            | Same                          |
| <b>Director of Service Delivery</b>                |                |  |                              |                       |   |                              |                       |  |                              |                       |                            |                |                               |
| Environmental Health                               | 80%            | 15   | 66.7%                        | 31.3                  | 15  | 93.3%                        | 5.6                   | 13   | 69.2%                        | 31.4                  | Worse                      | No             | Worse                         |
| Housing  | 80%            | 4  | 100.0%                       | 7.3                   | 2   | 100.0%                       | 10.5                  | 5  | 100.0%                       | 6.4                   | Better                     | Yes            | Same                          |
| Leisure  | 80%            | 0  |                              |                       | 0   |                              |                       | 0  |                              |                       |                            |                |                               |
| Parking & Venues                                   | 80%            | 50   | 86.0%                        | 11.3                  | 51  | 84.3%                        | 25.1                  | 53   | 88.7%                        | 16.3                  | Better                     | Yes            | Worse                         |
| Planning   | 80%            | 20   | 40.0%                        | 24.8                  | 19  | 26.3%                        | 58.1                  | 20   | 40.0%                        | 24.9                  | Better                     | No             | Same                          |
| Tourism  | 80%            | 2  | 100.0%                       | 8.0                   | 0   |                              |                       | 1  | 100.0%                       | 1.0                   |                            | Yes            | Same                          |
| Sustainable Communities                            | 80%            | 5  | 100.0%                       | 6.8                   | 1   | 100.0%                       | 1.0                   | 1  | 100.0%                       | 8.0                   | Better                     | Yes            | Same                          |
| Customer Services                                  | 80%            | 9  | 100.0%                       | 2.7                   | 22  | 72.7%                        | 13.6                  | 10   | 100.0%                       | 3.5                   | Better                     | Yes            | Better                        |
| Economic Development                               | 80%            | 0  |                              |                       | 1   | 0.0%                         | 33.0                  | 0  |                              |                       |                            |                |                               |

**Graph showing proportion of complaints by status**

