

### Complaints Analysis 2016/17

### Appendix 5

	2016/17 Target	Current Year - 2016/17 (Apr 2016 - Mar 2017)				Previous Year - 2015/16 (Apr 2015 - Mar 2016)			Previous Quarter - 2016/17 (Jan 2016 - Dec 2016)		
		Total No. Complaints	Total days	% 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>	<b>80%</b>	<b>285</b>	<b>3375</b>	<b>80.4%</b>	<b>12.8</b>	<b>216</b>	<b>77.3%</b>	<b>20.2</b>	<b>277</b>	<b>81.9%</b>	<b>14.8</b>
<b>Chief Executive</b>											
Human Resources & Payroll	80%	1	0	100.0%	0.0	1	100.0%	15.0	2	100.0%	7.5
Projects	80%	1	8	100.0%	8.0	0			1	100.0%	8.0
Communications	80%	0	0			0			0		
ICT	80%	3	7	100.0%	2.3	1	100.0%	3.0	2	100.0%	2.5
Transformation, Elections & Civic	80%	1	0	100.0%	0.0	2	100.0%	11.0	3	100.0%	7.3
Audit	80%	0	0			0			0		
<b>Director of Business Support</b>											
Operations, Transport & Countryside	80%	103	1191	88.3%	11.6	74	73.0%	19.7	104	88.5%	14.3
Asset & Risk Management	80%	5	114	40.0%	28.5	7	28.6%	32.1	6	33.3%	27.8
Harbours	80%	0	0			2	100.0%	6.5	1	100.0%	13.0
Corporate Finance	80%	29	153	96.6%	5.5	17	100.0%	5.3	24	95.8%	6.7
<b>Director of Democratic &amp; Legal Services</b>											
Legal	80%	4	15	25.0%	15.0	4	25.0%	78.7	5	40.0%	62.8
Procurement & Print	80%	0	0			0			0		
Regulatory & Governance	80%	1	7	100.0%	7.0	0			0		
Benefits	80%	4	10	100.0%	2.5	4	100.0%	2.3	5	100.0%	2.2
<b>Director of Service Delivery</b>											
Environmental Health	80%	20	366	75.0%	19.3	13	84.6%	16.3	17	70.6%	27.9
Housing	80%	3	12	100.0%	4.0	4	100.0%	7.0	2	100.0%	6.0
Leisure	80%	0	0			0			0		
Parking & Venues	80%	62	970	74.2%	17.3	51	90.2%	23.3	60	80.0%	14.6
Planning	80%	22	319	45.5%	21.3	20	40.0%	49.9	20	50.0%	23.0
Tourism	80%	2	16	100.0%	8.0	0			2	100.0%	8.0
Sustainable Communities	80%	9	70	100.0%	7.8	1	100.0%	1.0	9	100.0%	7.8
Customer Services	80%	11	114	81.8%	10.4	13	100.0%	3.1	10	90.0%	7.0
Economic Development	80%	0	0			1	0.0%	33.0	0		

Improving on previous year	Meeting Target	Improving on previous quarter
Better	Yes	Worse
Better	Yes	Same
	Yes	Same
Better	Yes	Same
Better	Yes	Same
Better	Yes	Worse
Better	No	Better
Worse	Yes	Better
Same	No	Worse
	Yes	
Better	Yes	Same
Worse	No	Better
Better	Yes	Same
Worse	No	Worse
Better	No	Worse
	Yes	Same
Better	Yes	Same
Worse	Yes	Worse

### Graph showing proportion of complaints by status

