

Complaints Analysis 2017/18

	2017/18 Target	Current Year - 2017/18 (Oct 2016 - Sep 2017)			Previous Year - 2016/17 (Oct 2015 - Sep 2016)			Previous Quarter - 2017/18 (Jul 2016 - Jun 2017)			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			
All Council	80%	303	88.4%	9	248	79.4%	25	294	87.1%	11	Worse	Yes	Better
Chief Executive													
Communications	80%	0			0			0				Yes	
Projects	80%	1	100.0%	8	0			1	100.0%	8	Worse	Yes	Same
Audit	80%	0			0			0				Yes	
Human Resources & Payroll	80%	1	100.0%		2	100.0%	8	1	100.0%	0	Better	Yes	Same
ICT	80%	2	100.0%	1	3	100.0%	3	3	100.0%	2	Better	Yes	Same
Transformation, Elections & Civic	80%	3	100.0%	6	2	100.0%	11	1	100.0%	0	Better	Yes	Same
Director of Business Support													
Asset & Risk Management	80%	4	75.0%	8	6	33.3%	41	3	66.7%	11	Worse	No	Better
Corporate Finance	80%	31	96.8%	6	16	100.0%	6	30	96.7%	7	Worse	Yes	Better
Operations, Transport & Countryside	80%	111	92.8%	6	103	82.5%	17	110	93.6%	7	Worse	Yes	Worse
Harbours	80%	1	100.0%	16	1	100.0%	13	1	100.0%	16	Better	Yes	Same
Director of Democratic & Legal Services													
Legal	80%	2	0.0%		5	40.0%	63	2	0.0%		Worse	No	Same
Procurement & Print	80%	0			0			0				Yes	
Regulatory & Governance	80%	2	50.0%	30	0			2	50.0%	30	Worse	No	Same
Benefits	80%	3	100.0%	2	4	100.0%	2	5	100.0%	2	Better	Yes	Same
Director of Service Delivery													
Housing	80%	5	80.0%	7	4	100.0%	7	4	75.0%	9	Worse	Yes	Better
Environmental Health	80%	27	92.6%	7	15	66.7%	49	23	87.0%	22	Worse	Yes	Better
Parking & Venues	80%	77	85.7%	15	52	82.7%	32	75	81.3%	17	Worse	Yes	Better
Planning	80%	23	65.2%	14	20	45.0%	52	20	60.0%	13	Worse	No	Better
Tourism	80%	0			2	100.0%	8	1	100.0%	15		Yes	
Economic Development	80%	0			1	0.0%	394	0				Yes	
Sustainable Communities	80%	5	100.0%	11	5	100.0%	7	8	100.0%	8	Better	Yes	Same
Customer Services	80%	5	100.0%	7	7	100.0%	2	4	100.0%	5	Better	Yes	Same
Unallocated	80%	0			0			0				Yes	