

APPENDIX 1

Customer Services

		Complaints	Negative Comments	Positive Comments	Suggestions
Cleansing & Amenities	2004/05	133	19	13	7
	2005/06	112	26	8	9
	2006/07	90	14	10	14
Council Tax	2004/05	16	-	1	1
	2005/06	17	2	3	3
	2006/07	23	3	0	0
Housing Benefits	2004/05	24	-	1	-
	2005/06	16	-	3	3
	2006/07	14	0	0	0
Customer Contact	2004/05	3	2	5	3
	2005/06	4	-	-	1
	2006/07	10	1	6	1
Investigations	2004/05	3	-	-	1
	2005/06	-	-	-	-
	2006/07	0	0	0	0
Car Parking	2006/07	25	3	1	3

Community & Environment

		Complaints	Negative Comments	Positive Comments	Suggestions
Community & Partnership	2004/05	1	-	1	3
	2005/06	2	-	2	-
	2006/07	2	0	1	0
Assets, Design & Regeneration	2004/05	4	-	2	-
	2005/06	1	2	5	2
	2006/07	3	2	5	2
Housing	2004/05	4	-	2	1
	2005/06	1	3	1	2
	2006/07	3	1	1	0
Environmental Health	2004/05	13	4	8	
	2005/06	19	4	10	
	2006/07	12	2	3	0

Planning

		Complaints	Negative Comments	Positive Comments	Suggestions
Building Control	2004/05	4	-	4	-
	2005/06	4	1	6	2
	2006/07	0	0	0	0
Customer Focus	2004/05	3	1	11	
	2005/06	4	2	10	1
	2006/07	2	0	2	1
Development Control	2004/05	52	18	16	3
	2005/06	45	18	10	5
	2006/07	22	1	3	0
Spatial Planning	2004/05	2	1	-	-
	2005/06	-	1	2	1
	2006/07	0	0	1	1

Corporate Services

		Complaints	Negative Comments	Positive Comments	Suggestions
Corporate & Admin Support	2004/05	-	-	4	-
	2005/06	-	-	10	-
	2006/07	0	0	2	0
Finance	2004/05	-	-	1	-
	2005/06	-	-	-	-
	2006/07	0	0	0	1
Human Resources	2004/05	-	1	-	-
	2005/06	-	2	6	2
	2006/07	0	0	0	1
ICT	2004/05	4	4	5	5
	2005/06	-	3	1	2
	2006/07	1	1	0	1
Legal	2004/05	-	-	1	1
	2005/06	1	-	-	-
	2006/07	1	0	0	0
Policy & Democratic Services	2004/05	2	3	1	4
	2005/06	1	3	1	1
	2006/07	4	1	0	3