

2023/2024	Year Total	Qtr 1	Qtr 2	Qtr 3
Complaints				
Number of Stage 1 Complaints	60	60		
Number of Stage 2 Complaints	4	4		
Complaints (Overall Total)	64	64		
Responses (Stage 1)				
Within SLA	35	35		
Outside SLA	25	25		
No response recorded	15	15		
No response recorded (still within SLA)	1	1		
Total	60	60		
Responses (Stage 2)				
Within SLA	2	2		
Outside SLA	2	2		
No response recorded	1	1		
No response recorded (still within SLA)	1	1		
Total	4	4		
Number of Compliments	16	16		
Number of Service Requests	169	169		
Overall Total	249	249	0	0

Member Enq				
Number of Member Enquiries Received	93			
Response Within SLA	56			
Response Outside SLA				
No response recorded (Note: one may not be required)	37			
No response recorded (still within SLA)				
Total	93			

Complaints (%) Qtr 1	
Stage 1 - within SLA	60.00
Stage 1 - outside SLA	40.00
Stage 2 - within SLA	50.00
Stage 2 - outside SLA	50.00

Overall Contact Total	342
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Qtr 4
0

Breakdown of Data (Service Area) Qtr 1	Stage 1 Complaint	Stage 2 Complaint
ASB		
Benefits	1	
Car Parks		
Castle		
CCTV		
Commercial Assets	1	
Council Tax & Revenues	4	
Customer Services	1	
Democratic Services		
Elections	1	
Environmental Health		
Housing Repairs	31	2
Housing Repairs Gas	2	
Housing Repairs Planned	1	1
Housing Solutions	2	
Joint Waste	3	
Land Charges / Legal (Right to Buy)		
Multiple Depts		
Partnerships		
Planning & Development		
Private Sector		
Rental Income	1	
Sheltered Housing		
Street Scene	5	1
Tenacy Management	7	
Tenancy Involvement Group		
Theatre		
Wardens		
SCC		
ICT		
Total	60	4
Overall Total	249	

Complaints Ack within SLA working days) (Qtr 1)	(5	63
%		98.4375

Total Complaints	Stage 1 within SLA	Stage 1 outside SLA	Stage 1 no response (still within time frame)	Stage 2 within SLA	Stage 2 outside SLA
0					
1	1				
0					
1	1				
4	4				
1	1				
1	1				
33	15	15	1	1	
2	1	1			
2	1				
2	2				
3	3				
1	1				
6	2	3			1
7	2	5			
64	35	24	1	1	1

Stage 2 no response (still within time frame)	Total Service Requests	Total Compliments
	13	
	1	
	11	
	23	2
	1	
	3	1
1	28	1
	1	
	5	
	5	2
	19	
	3	2
		1
	34	2
	16	5
	6	
1	169	16