

What we know at a Glance!

	2010/2011	2011/2012	2012/2013	2013/2014
Tell Us'	268	263	290	
Complaints	97	103	142	
Compliments	170	147	128	
Service requests	/	13	20	
MP Enquiries	56	50	39	
Complaints	27	14	/	
Compliments	/	/	/	
Service Requests	29	36	39	
Councillor/Other	190	257	122	
Complaints	159	87	11	
Compliments	/	61	4	
Service Requests	31	109	107	
Other	Council/Other correspondence was separated at the beginning of 2012/13 to determine the most popular means of communication.		207	
Complaints			84	
Compliments			52	
Service Requests			71	
Year Total	514	570	658	
Response time	7 days	7 days	8.75 days	

Complaints & Compliments

	2010/2011	2011/2012	2012/2013	2013/2014
Number of complaints	283	204	237	
Number of stage 1 complaints			214	
Number of stage 2 complaints			17	
Number of stage 3 complaints			5	
Number of complaints upheld			18	
Number of compliments	171	208	184	