

Appendix A

Summary of data												
Submitted	Total											
	38											
Stage	Stage 1	Stage 2										
	33	5										
Service area	Benefits	Building Control	Community Safety	Community Services	Council Tax	Customer Services	Development Other	Development Planning	Environment/ Health	Environment Services	Planning Policy	Waste
	3	2	2	1	12	2	2	4	3	1	3	3
SLA Service Total met 26 /missed 11/ 1 Not assessed	Met	Missed	Not assessed									
	26	11	1 it is overdue and remains open									
(of the 11 SLA Missed) Reasons	Not Missed	Complexity of the case	Blank/ Not given	Staffing issues e.g. staff shortage, staff sickness(not annual leave)								
	7 sent to customer within deadline but missed input in internal system	2	1	1								
(of the 11 SLA Missed) Actual SLAs missed	Total	4										
Reason for Complaint	A disagreement about a decision	A policy Decision	Failure to follow agreed policies or procedures	Malice, Bias or unfair discrimination	Neglect or Delay in responding to customer	On line	Poor communication	Service not being delivered or at lower standard	Attitude of the person delivering the service			
	6	2	4	1	6	0	3	12	4			
Completed as of 11/07	Closed	Open										
	36	2										
Closure Reason	Upheld	Not upheld										
	18	20										

(of the 18 Upheld complaints) Lessons Learnt Reasons	Needs a clear pathway	better communication with customer	Staff leaving causing delays	Additional access to those with no internet	Talked to crew	Talked to crew	Staff to access support if unsure how to handle a call	Talked to crew
	caseload communication issues	clarity of how verbal information is given	Talked to crew not to miss bins	system error	Failure to respond timely	older system issues - pre 2010 banding	Check name of buyers	not given