Corporate Complaints Measures Dashboard SLT Headline Report			No. of Complaints Received				EXPLANATORY NOTES ARE AT THE END OF THE REPORT				No. of Co	nplaints Uphe		Compl	ments		
			Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar				Арі	Jun Jul-Sep	t Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Ma
DIRECTORATE	SERVICE AREA	POLARITY	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4	TR	REND	KEY EXPLANATORY COMMENTARY	202	2-23 2022-2 1 Q2	3 2022-23 Q3	2022-23 Q4	2022-23 Q1	2022-23 Q2	2022-23 Q3	2022-23 Q4
Housing & Communities	Tenancy Management	Low is Good	5	7	3	8		Increase	Increase from 3 to 8					2	5	2	
	Voids	Low is Good															
	Rent Arrears	Low is Good	1	1	0												
	Housing Repairs	Low is Good	16	10	4	15	1	Increase	Increase from 4 to 15; majority of upheld complaints in relation to quality of service	2;	art	1 part	7, 1 part		1	1	1
	Housing Capital Programme Work	Low is Good															
	Landlord Health & Safety	Low is Good															
	Intensive Housing Management (incl. Gretton Court)	Low is Good	1	0													
	ASB	Low is Good		2	0	1	1	Increase						1	2	1	
	Housing Options	Low is Good	1	4	0						1			1			1
	Customer Services	Low is Good			2	0	4	Improvement						1	1		
	Community Support	Low is Good													1		
	Safeguarding	Low is Good		1	0												
	Private Lifeline	Low is Good				1	1	Increase					1				
	Leisure	Low is Good		1	0											1	
	Waste Management	Low is Good	1	7	6	3	4	Improvement	Decrease from 6 to 3				1		1		
	Environmental Maintenance & Cemeteries	Low is Good															
	Planning	Low is Good	3	3	6	27	1	Increase	Increase from 6 to 27; most of the increase in caseload in relation to processes and procedures				3	3	2	1	3
	Building Control	Low is Good															
	Land Charges	Low is Good															

Improvement

Low is Good

Licensing

Growth &

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Regeneration	Environmental Health	Low is Good		1	1	2		Increase								1		
	Local Plans & Planning Policy	Low is Good	1	0	1										3			
	Emergency Planning	Low is Good																
	Corporate Property & Assets	Low is Good	1	1	0	1	<b>企</b>	Increase										
	Regeneration	Low is Good	1	0														
	HR & Comms	Low is Good														1		
	Democratic Services	Low is Good		1	0													
	Elections	Low is Good		1	0	1		Increase										
	Legal inc RFI/Complaints	Low is Good	1	1	0													1
Corporate Services	Finance	Low is Good			1	0		Improvement										
	Revenues (Council Tax)	Low is Good	5	0	3	2	4	Improvement					1 part		1			
	Revenues (Business Rates)	Low is Good			1	0	<b>₽</b>	Improvement										
	Revenues (Debt Recovery)	Low is Good																
	Benefits	Low is Good		1	0	1		Increase					1					
	іст	Low is Good																
TOTAL COMPLAINTS RECEIVED		Low is Good	37	43	28	62	1	Significantly higher than last quarter	Most of the increase in caseload was in Housing Assets/Repairs and Planning	2 part	1	1 part	13 upheld, 2 part		12	15	6	6

Reason for Complaint	Where stated				
Quality of Service		10	16	14	17
Treatment & Behaviour		13	11	6	7
Unreasonable Delay		8	10	2	7
Issue not resolved informally					
Processes & Procedures not followed		7	6	6	31

## EXPLANATORY NOTES

1 RAG RATING OF TREND The RED, AMBER, and GREEN colours used for each quarter's performance are based on the detailed definitions of the performance measures provided by the directorates

2 TREND ARROWS The size of the trend arrow is NOT related to the size of the performance trend, and only indicates the direction of the trend

3 POLARITY AND TREND ARROWS The direction of the TREND arrow reflects the POLARITY of the performance measure.

For example:

Where a performance measure has the POLARITY equal to **Low is Good**, improvement will be a GREEN arrow pointing DOWNWARDS towards LOW (which is GOOD in this case)



improvement

Where a performance measure has the POLARITY equal to **Low is Good**, deterioration will be a RED arrow pointing UPWARDS towards HIGH (which is BAD in this case)



deterioration

And:

Where a performance measure has the POLARITY equal to **High is Good**, improvement will be a GREEN arrow pointing UPWARDS towards HIGH (which is GOOD in this case)



improvement

An UNCHANGED trend is indicated by a horizontal double ended arrow. The colour of the arrow shows the (unchanged) trend

## For example:



unchanged