Corporate Complaints Measures Dashboard SLT Headline Report No. of Complaints Received No. of Complaints Upheld Compliments EXPLANATORY NOTES ARE AT THE END OF THE REPORT Apr-Jun Jan-Mar Apr-Jun Oct-Dec Jan-Mar Apr-Jun Oct-Dec Oct-Dec 2024-25 2024-25 2024-25 2024-25 2024-25 2024-25 2024-25 2024-25 2024-25 2024-25 2024-25 **POLARITY** DIRECTORATE SERVICE AREA TREND KEY EXPLANATORY COMMENTARY 2024-25 Q3 Low is Good 15 3 Tenancy Management Increase 3, 3 part 3,4part Voids Low is Good Low is Good Rent Arrears Low is Good 11 10, 5 part 5,6 part Housing Repairs Improvement **Housing Capital Programme** Low is Good Landlord Health & Safety Low is Good Intensive Housing Management (incl. Gretton Low is Good Court) Housing & Communities ASB Low is Good **Housing Options** Low is Good Improvement 1 part 2 **Customer Services** Low is Good Increase 1,1 part Community Support Low is Good 2 Safeguarding Low is Good Private Lifeline Low is Good Leisure Low is Good Improvement 2 2 2 Waste Management Low is Good **Environmental Maintenance** Low is Good Improvement & Cemeteries Improvement Planning Low is Good 10 3 part 2 **Building Control** Low is Good Land Charges Low is Good Licensing Low is Good Growth & Unchanged Regeneration **Environmental Health** Low is Good 0 1 part Local Plans & Planning Low is Good

Emergency Planning

Low is Good

	Corporate Property & Assets	Low is Good	1			Improvement	1							
	Regeneration	Low is Good												
Corporate Services	Organisational Development	Low is Good												
	Democratic Services	Low is Good												
	Elections	Low is Good		1		Increase						1		
	Legal inc RFI/Complaints	Low is Good									3			
	Finance	Low is Good												
	Revenues (Council Tax)	Low is Good	1	4		Increase	1 part	2, 1 part						
	Revenues (Business Rates)	Low is Good												
	Revenues (Debt Recovery)	Low is Good												
	Benefits	Low is Good	1			Improvement								
	ICT	Low is Good												
TOTAL COMPLAINTS RECEIVED		Low is Good	47	42 0	0	Reduction from last quarter Decrease in complaints received from 47 to 42; decrease in complaints uphelong from 21, 13 part to 11, 13 part	21, 13 part	11, 13 part	0	0	24	18	0	0

Reason for Complaint

Quality of Service

Treatment & Behaviour

Unreasonable Delay

Issue not resolved informally

Processes & Procedures not followed TOTAL

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 direction of the TREND arrow reflects the POLARITY of the performance measure.

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

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