Corporate Complaints Measures Dashboard

Corporate Complaints Measures Dashboard		No. of Complaints Received			/ed	EXPLANATORY NOTES ARE AT THE END OF THE REPORT			No. of Comp	olaints Uphel	d	Compliments				
			Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar			Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	Jan-Mar
DIRECTORATE	SERVICE AREA	POLARITY	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4	TREND	KEY EXPLANATORY COMMENTARY	2024-25 Q1	2024-25 Q2	<mark>2024-25 Q3</mark>	2024-25 Q4	2024-25 Q1	2024-25 Q2	2024-25 Q3	2024-25 Q4
Housing & Communities	Tenancy Management / Housing & Neighbourhoods	Low is Good	8	13	9				3, 3 part	3,3part	2,2 part			3	4	
	Voids	Low is Good														
	Rent Arrears	Low is Good														
	Housing Repairs	Low is Good	18	11	10				10, 5 part	5,6 part	1,2 part		4	4	1	
	Housing Capital Programme Work	Low is Good														
	Landlord Health & Safety	Low is Good														
	Intensive Housing Management (incl. Gretton	Low is Good											1	1		
	Court) ASB	Low is Good														
	Housing Options	Low is Good	3	1	4				1 part		1,5 part			2		
	Customer Services	Low is Good	1	2	1				1	1,1 part	1		1	2	3	
	Community Support	Low is Good											2			
	Safeguarding	Low is Good														
	Private Lifeline	Low is Good														
	Leisure	Low is Good														
	Waste Management	Low is Good	2	1					2				2	2	1	
	Environmental Maintenance & Cemeteries	Low is Good	5	1					4					1	1	
Place & Prosperity	Planning	Low is Good	6	5	8				3 part		4,1 part		10	2		
	Building Control	Low is Good											1			
	Land Charges	Low is Good														
	Licensing	Low is Good			1						1 part					
	Environmental Health	Low is Good	1	1	1				0	1 part	1 part					
	Local Plans & Planning Policy	Low is Good														
	Emergency Planning	Low is Good														
	Corporate Property & Assets	Low is Good			1				1							
	Regeneration	Low is Good														
	Organisational Development	Low is Good		2	1					1 part						
	Democratic Services	Low is Good														
	Elections	Low is Good		1										1		
	Legal inc RFI/Complaints	Low is Good											3		1	
Corporate Services	Finance	Low is Good														

Oct vices	Revenues (Council Tax)	Low is Good	1	4	1		1 part	2, 1 part						
	Revenues (Business Rates)	Low is Good												
	Revenues (Debt Recovery)	Low is Good												
	Benefits	Low is Good	1		1				1				1	
	ІСТ	Low is Good												
TOTAL COMPLAINTS RECEIVED		Low is Good	46	42	38	0	21, 13 part	11, 13 part	10,12 part	0	24	18	12	0