

APPENDIX 1

QUARTER 1 2021/2022 – 1 April – 30 June

AREA OF COMPLAINT	Number of Complaints Received	Complaints closed at Stage 1	Complaints closed at Stage 2	Complaints closed within timescales	Complaints closed after timescale but within 3 months	Investigation discontinued	Upheld	Not Upheld
Adult Social Services	1	1		1				1
Children's Social Services	2	2			2		2	
Benefits Administration	0							
Community Facilities	0							
Complaint Handling	0							
Education	0							
Environment & Environmental Health	2	2		2				2
Finance & Council Tax	0							
Housing	0							
Planning & Building Control	3	2	1	1	2		1	2
Roads & Transport	7	7		1	6	1	3	3
Waste & Refuse	7	7		6	1	1	5	1
Other	0	0						
TOTAL	22	21	1	11	11	2	11	9

QUARTER 2 2021/2022 – 1 July – 30 September

AREA OF COMPLAINT	Number of Complaints Received	Complaints closed at Stage 1	Complaints closed at Stage 2	Complaints closed within timescales	Complaints closed after timescale but within 3 months	Investigation discontinued	Upheld	Not Upheld
Adult Social Services	**							
Children's Social Services	**							
Benefits Administration	0							
Community Facilities	0							
Complaint Handling	0							
Education	0							
Environment & Environmental Health	5	5			5		2	3
Finance & Council Tax	1	1			1		1	
Housing	0							
Planning & Building Control	2	2			2		1	1
Roads & Transport	3	3			3		2	1
Waste & Refuse	16	16		12	4	2	9	5
Other	2 ***	2		1	1		1	1
TOTAL	29	29		13	16	2	16	11

** Information not available

*** Registration Service and C2BG