

Corporate Complaints Annual Report - Statistical data**TABLE 1: Complaints recorded from 1 April 2014 to 31 March 2015 by Directorate**

	Environment	Regeneration	Education	Housing	Social Services	Corporate Services	TOTALS
Stage 1	504	123	31	313	34	105	1110
Stage 2	48	9	4	23	24	24	132
RFS	385	52	10	66	35	87	635
Comments	45	10	2	7	2	11	77
Totals	982	194	47	409	92	227	1954

TABLE 2: Breakdown of Corporate Services Complaints Received

	Legal / Procurement	Corporate Property	Budget	Finance	Communications	HR & OD	ICT	Performance	Total
Stage 1	12	5	0	73	9	4	1	1	105
Stage 2	3	4	0	16	1	0	0	0	24
RFS	0	5	0	69	5	3	3	2	87
Comments	1	0	0	2	3	1	3	1	11
Total	16	14	0	160	18	8	7	4	227

TABLE 3: Breakdown of Education Complaints Received

	Education Effectiveness	School Planning and Resources	Inclusion	Totals
Stage 1	0	31	0	31
Stage 2	0	4	0	4
RFS	0	10	0	10
Comments	0	2	0	2
Total	0	47	0	47

TABLE 4: Breakdown of ENVIRONMENT Complaints Received					
	Planning	Environmental Health Services	Environmental Management & Protection	Technical Services	Totals
Stage 1	46			263	504
Stage 2	10	7	11	20	48
RFS	6	36	128	215	385
Comments	1	3	14	27	45
Total	63			525	982

TABLE 5: Breakdown of HOUSING Complaints Received			
	Property Services	Housing	Totals
Stage 1	131	182	313
Stage 2	6	17	23
RFS	25	41	66
Comments	4	3	7
Total	166	243	409

TABLE 6: Breakdown of REGENERATION Complaints Received				
	Culture and Tourism	Community Regeneration	Strategic Development & Projects	Totals
Stage 1	123	0	0	123
Stage 2	9	0	0	9
RFS	52	0	0	52
Comments	10	0	0	10
Total	194	0	0	194

TABLE 7: Comparison of total enquiries received with the Previous Year			
	1 April 2013 to 31 March 2014	1 April 2014 to 31 March 2015	Difference (+ or -)
Stage 1	852	1110	+258
Stage 2	88	132	+44
RFS	352	635	+283
Comments	-	77	+77
Total	1342	1954	+612

	Table 8: Compliments Received
ARCHIVE SERVICE	On Tuesday to Thursday of last week, my sister (from Oxford) and I visited Swansea to research family history on our mother's side of the family. We were struggling to piece together links from only a few strands of hard information. The help we received was much appreciated - and was an example of public service at its best. Thanks for your rapid action, it is very reassuring to know when an issue arises, someone out there will act upon it accordingly, making areas safe for all.
ARCHIVE SERVICE	Express gratitude and appreciation for the kindness, courtesy, patience, and helpful assistance of the staff at the Archives & Family History Centre during a recent visit to Swansea.
CITY CENTRE RANGERS	I fell in Oxford Street Swansea City Centre on Saturday 6th December and banged my head on the pavement. The assistance I received from the Wardens patrolling was excellent. In particular Damian, who assessed my injuries, contacted my family, called an ambulance and waited with me for nearly an hour until it arrived, and was unfailingly kind and watchful in case I deteriorated. I was unaware of the warden system previously but both the system and the individual wardens should be complemented.
CIVIC AMENITY SITES	Derwen Fawr and Llansamlet recycling centres which I visit regularly. The organisation at both centres is excellent from the user's point of view, and light years away from the days of driving directly onto the tip at Derwen Fawr to dump anything and everything into the mud in front of a rolling JCB.
CIVIC AMENITY SITES	The operations staff at the sites are really cheerful, seem to have a great team spirit, and they are right on the ball if anyone needs assistance. We think they do a fantastic job under very difficult conditions. So, please pass on my family's thanks and congratulations to the Department, to the site Managers and to the staff for a job well done.

	Compliments Received (Cont.)
CONTACT CENTRE / BLUE BADGE	How helpful and friendly both the reception staff and the gentleman helping me with the application process were. It is lovely to go somewhere where you don't feel like you are 'putting someone out' because of your disability.
CYCLE PATHS / HIGHWAYS	Today I passed through the pathway, to find it had been cleaned. They workers have done a fantastic job on it, plus I have noticed there have been a lot of other parts of the route which have been vastly improved, ie trees cut back, hedges trimmed back, etc. I am extremely pleased of what both yourself and the staff on the maintenance have done, it is very appreciated, I can only hope other cyclists and users of the pathways will appreciate it the same.
DRAINAGE	The two Highway Staff that attended were doing an very excellent job in the inclement weather that was prevailing at the time
FIREWORK DISPLAY	Well done for a fantastic firework display. Congratulations to whoever sets it up.
GENERAL	Very impressed by the refuse disposal, always come on Saturday if necessary and impressed by the early morning street cleaners. Love the hanging flower baskets and the natural-look flowers on roundabouts etc. Great job on attempting to keep up with potholes and road surfaces including two very tired crossroads near my home, and amazed at how quickly the Pont y Cob road was cleared of flood debris last winter after it was almost impassable (I ran along it but would not have taken my car.) Also impressed with your response to noise pollution.
GRAND THEATRE	What a fantastic pantomime, suitable for all ages. The whole cast was fantastic and were obviously enjoying themselves, which makes for a really good audience experience. My grandson is not normally so vocal, it was a joy to see him and his friends getting so involved with the action. Well done to the organisers, cast and backstage crew.

	Compliments Received (Cont.)
PARKING SERVICES	New parking attendants doing excellent work in Sandfields.
PARKS	It was so nice to see a more natural look in the way of flowers. Well done
PARKS	The wild flower meadow planting scheme at the junction of the B4603 / New Cut Road is brilliant. It's the best example I have seen possibly ever and certainly on a busy roadside. Well done to whomever thought of this because it looks so good.
PARKS	I would like to compliment the gardens / highways department for the 'wild flower' displays across the city. They certainly made a huge difference to my daily travelling around the city.
PARKS	The staff at Clyne are extremely helpful, pleasant and courteous and now always assist if required.
PARKS	Loved the wild flower planting alongside some of the roads.
PARKS	The understanding one of your employees demonstrated this morning. I asked him if he could possibly do this work when the exam was not running to avoid disrupting our students. Your employee was most helpful and carried out other duties throughout the duration of the exam. He returned and continued with the leaf blower during the lunch break that I had informed him of. I would just like to say on behalf of the college of medicine that we greatly appreciated his understanding and helpful attitude.
ROAD CLEANING	Pavement was covered in twigs and with no clear space to walk and a good magnet for dog fouling. I phoned the environment on Wednesday and Thursday I was so delighted to find it pavement being cleaned and then one of those machines with brushes went over it and it is all clear now.

	Compliments Received (Cont.)
ROAD CLEANING	Road cleaning staff working at Foxhole Road complimented for their efforts
SCHOOL CROSSING PATROLS	The school crossing lady for Llwynderw primary school - Lydia does a fantastic job in not only keeping children safe whilst crossing the road but is a friendly, cheerful person who greets all the children and parent / carers with care and respect.
SCHOOL TRANSPORT	Parents of a child in need wanted to point out that their son is now receiving a top notch transportation service, which he said was "the result of the efforts of the Education Department"
STREET LIGHTING	I like the way the new lighting has been done in Gors Avenue, it makes the street look lovely at night and I guess they are energy saving lights too!! A job well done!!