

Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2016 to 31 March 2017 by Service Department					
Service Area	Stage 1 Complaints	Stage 2 Complaints	Requests for Service	Comments	TOTALS
Commercial Services	0	1	0	0	1
Communications and Customer Engagement	26	1	7	0	34
Corporate Building and Property services	102	9	56	11	178
Cultural Services	47	4	67	35	153
Economic Regeneration and Planning	56	16	15	8	95
Education	17	4	12	3	36
Financial Services	62	7	128	15	212
Highways and Transportation	269	27	314	63	673
Housing and Public Protection	151	28	226	32	437
HR and OD	13	8	10	1	32
Information and Business Change	1	0	3	0	4
Legal and Democratic Services	13	2	9	1	25
Poverty, Wellbeing and Communities	4	0	0	0	4
Social Services (Corporate)	48	2	43	5	98
Waste Management and Parks	338	6	256	52	652
Totals	1147	115	1146	236	2644

TABLE 2: Comparison of total enquiries received with the Previous Year			
	1 April 2015 to 31 March 2016	1 April 2016 to 31 March 2017	% Difference (+ or -)
Stage 1	999	1147	+15%
Stage 2	84	115	+37%
Requests for Service	975	1146	+18%
Comments	262	236	-10%
Total	2320	2639	+14%

TABLE 3: Examples of compliments received across different service areas	
Service Area	Compliment
Contact Centre	<p>I have dropped into your Civic Centre a number of times in the last over two years. There has never ever been a single time when I did not receive a warm, considerate, compassionate, caring and respectful welcome.</p> <p>Your reception, due to the people working there, is even better than a five start hotel. In fact, I would strongly suggest others to use your reception as a model of learning and training.</p> <p>Thank you very much for setting up such a high-class, professional and compassionate reception, where people come all the time with their worries and problems. I believe the whole council is like the way it is at the reception.</p>
Dylan Thomas Centre	<p>Amazing, friendly staff who interacted with children's group, nothing was too much trouble for them. Excellent info. Highly recommended.</p>
Passport to Leisure / Penlan Leisure Centre	<p>I only recently found out about the discounts available to me to access the Passport to Leisure. I would like to thank you for this benefit, given the economic climate. It is invaluable not only in helping to maintain some level of fitness and wellbeing but the social aspect of being in a peer group once again, as one would be in a working environment, is also of benefit.</p>

APPENDIX 1

	My local centre is Penlan where the staff are always pleasant and helpful.
Service Area	Compliment
Park Lives	Thank you to all involved in the Celebrating Cultural Diversity Day at Blaenymaes Community Centre. 120 people engaging with the partners throughout the day.
Highways	I phoned yesterday to report blocked gullies o/s his house and they turned up today to do the work. Wanted to say thank you and what a fantastic service.
Complaints Team – compliment re Complaints Officer	I would like to now make specific reference to the customer service i received from a complaints officer yesterday. I suffer from anxiety and have difficulty expressing myself verbally but she was extremely patient with me. She listened intently and demonstrated this when she went through what I'd said. She clearly explained the complaints process, making sure i understood in a non patronising manner and when i got flustered about sending an email to your complaints mailbox she offered to email me so i could just reply. The officer went above and beyond when dealing with me. She showed patience and understanding which in this difficult time for my family was exactly what was needed. She was a pleasure to deal with and must be a great asset to your department.
Parks (Teifion)	I was a member of a group who visited Clyne Gardens on Thursday 4th May (a.m.). We had a guided tour led by Teifion, the head gardener, and I just want to say how wonderful it all was. He was exceptionally knowledgeable, and really explained everything clearly, answering our questions with excellent information. The gardens are very special, but made even more so under Teifion's care and supervision. Please pass on my compliments.
Refuse Collections	Email received from resident: I would like to say a massive thank you to the 'bin men' working within swansea city council. I lost my purse in the Winchwen area 26.03.17 and the kind worker who found my purse delivered it back to my house for me in Llansamlet. I was not home when the gentleman brought it back, Im so happy and relieved thank you so much.
Public Protection Public Health Compliment to AM (Pest & Animal Control officer)	Good morning, I'm just writing to acknowledge the excellent service provided by your pest control department. The pest control employee visited my mother's home in Mysydd Terrace and carried out his work in a professional and efficient manner always arriving on time, polite, courteous and pleasant man. People are quick to complain but not to offer praise! We never did get his name. He is an asset to your organisation. Kind regards