

TABLE 1: Complaints recorded from 1 April 2018 to 31 March 2019 by Service Department

Service Area	Stage 1 Complaints 2018/19	Stage 1 Complaints 2017/18	Stage 2 Complaints 2018/19	Stage 2 Complaints 2017/18	Requests for Service 2018/19	Request for Service 2017/18	Comments 2018/19	Comments 2017/18
Commercial Services	0	1	0	0	1	0	0	0
Communications & Customer Engagement	63	43	2	3	7	2	3	9
Corporate Building & Property Services	139	105	7	9	61	56	6	7
Cultural Services	73	48	4	7	35	46	9	23
Economic Regeneration & Planning	84	66	17	13	14	23	5	5
Education	19	20	4	1	9	3	1	3
Financial Services	62	57	5	7	73	95	4	2
Highways & Transportation	301	279	47	17	144	244	22	34
Housing & Public Protection	242	213	48	29	186	187	8	9
HR & OD	11	9	0	0	4	8	4	1
Information & Business Change	5	1	0	1	2	2	0	4
Legal & Democratic Services	12	7	0	2	7	7	0	4

Poverty, Wellbeing & Communities	2	2	0	0	0	0	0	0
Social Services Corporate	52	48	In SS figures	1	46	47	0	3
Waste Management & Parks	611	639	19	10	187	349	21	49
Totals	1676	1538	153	95	776	1069	83	153

TABLE 2: Comparison of total enquiries received with the Previous Year

	1 April 2017 to 31 March 2018	1 April 2018 to 31 March 2019	Difference (+ or -)
Stage 1	1538	1676	+138
Stage 2	95	153	+58
Requests for Service	1069	776	-293
Comments	153	83	-70
Total	2885	2688	-197