

Appendix 1: Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2020 to 31 March 2021 by Service Department

Service Area	Stage 1 Complaints 2019/20	Stage 1 Complaints 2020/21	Stage 2 Complaints 2019/20	Stage 2 Complaints 2020/21	Requests for Service 2019/20	Request for Service 2020/21	Comments 2019/20	Comments 2020/21
Commercial Services	0	0	0	0	0	0	0	0
Communications & Customer Engagement	84	23	5	0	6	8	3	1
Corporate Building & Property Services	144	187	9	9	31	27	0	0
Cultural Services	82	15	5	1	20	24	5	2
Economic Regeneration & Planning	20	34	12	19	10	16	2	1
Education	16	27	2	0	8	11	0	0
Financial Services	34	46	2	8	35	42	2	1
Highways & Transportation	383	296	49	44	168	176	12	5
Housing & Public Protection	244	204	45	30	112	158	7	4
HR & OD	1	8	1	1	3	1	1	0
Information & Business Change	0	0	0	0	1	4	0	0
Legal & Democratic Services	14	4	1	1	7	9	1	0

Poverty, Wellbeing & Communities	0	0	0	0	0	0	0	0
Waste Management & Parks	533	327	22	16	109	168	14	5
Totals	1555	1171	153	129	570	644	48	19

TABLE 2: Comparison of total enquiries received with the Previous Year			
	1 April 2019 to 31 March 2020	1 April 2020 to 31 March 2021	Difference (+ or -)
Stage 1	1597 (inc. SS corporate) 1555 (exc. SS corporate)	1171	-426 -384
Stage 2	153	129	-24
Requests for Service	570	644	+74
Comments	48	19	-29

Table 3 – Examples of Compliments Received

Teams	Compliments Received
Waste, Parks & Cleansing	The foxes/seagulls had been at my neighbours black bags and the contents were strewn all over the pavement. Your lorry turned up at about 7 am this morning and the crew picked up everything and threw it into the back of their lorry. I didn't think that they would do that....so a very big THANK YOU to them .
Cultural Services	Have to say that the Glynn Viv team have been amazing this past year. Three art force sessions a month for both girls using things everyone tends to have at home and learning loads of new skills. Plus with a lot of discussion back and forth with her course leader X managed to get everything sent off for her Bronze Arts Award and she's now working on her Silver Arts Award which is awesome.
Education	I would like to thank the Headteacher of Olchfa Comprehensive school for the way he has dealt with the coronavirus crisis
Highways	Just wanted to say a huge thank you for sorting out the lane to my house, it was resurfaced yesterday and is unrecognisable! Thanks for coming out originally and putting it on your plan of works - I know not a well-used road but it was wrecking our cars and a danger to walkers.
Libraries	The staff in Gowerton Library have been a lifeline this year providing books which we would have chosen to read. Their willingness and friendly manner has brought cheer to our isolated lives. It is always a pleasure to see or speak to them.
Revenues and Benefits	May I thank X in the Council Tax revenues department. I submitted a query by your online form to which she responded. Her response could not have been more helpful or efficient. I am very impressed by the service I received.
Housing	I am writing to ask you to pass on to X my thanks for his help in organising Swansea Council occupational therapist department who are organising a stair lift for my home. X has always been a brilliant manager up at Penlan nothing is ever to much trouble for him whether it is the Hollet project or organising the disability handrail on the outside steps.
Customer Services	Would like to thank X for sorting out my Blue Badge inquiry in relevant department was very helpful and sorted it promptly well done , Appreciated