

**Corporate Complaints Annual Report - Statistical data**

<b>TABLE 1: Complaints recorded from 1 April 2017 to 31 March 2018 by Service Department</b>					
<b>Service Area</b>	<b>Stage 1 Complaints</b>	<b>Stage 2 Complaints</b>	<b>Requests for Service</b>	<b>Comments</b>	<b>TOTALS</b>
Commercial Services	1	0	0	0	1 =
Communications & Customer Engagement	43	3	2	9	57 +
Corporate Building & Property Services	105	9	56	7	178 -
Cultural Services	48	7	46	23	124 -
Economic Regeneration & Planning	66	13	23	5	107 +
Education	20	1	3	3	27 -
Financial Services	57	7	95	2	161 -
Highways & Transportation	279	17	244	34	574 -
Housing & Public Protection	213	29	187	9	438 =
HR & OD	9	0	8	1	18 -
Information & Business Change	1	1	2	4	8 +
Legal & Democratic Services	7	2	7	4	20 -
Poverty, Wellbeing & Communities	2	0	0	0	2 -
Social Services Corporate	48	1	47	3	99 =
Waste Management & Parks	639	10	349	49	1047 +
<b>Totals</b>	<b>1538</b>	<b>95</b>	<b>1069</b>	<b>153</b>	<b>2855</b>

<b>TABLE 2: Comparison of total enquiries received with the Previous Year</b>			
	<b>1 April 2016 to 31 March 2017</b>	<b>1 April 2017 to 31 March 2018</b>	<b>Difference (+ or -)</b>
<b>Stage 1</b>	1147	1538	+391
<b>Stage 2</b>	115	95	-20
<b>Requests for Service</b>	1146	1069	-77
<b>Comments</b>	236	153	-83
<b>Total</b>	<b>2639</b>	<b>2885</b>	<b>+211</b>

<b>TABLE 3: Examples of compliments received across different service areas</b>	
<b>Service Area</b>	<b>Compliment</b>
Commercial Services	The High 5 awards ceremony once again achieved its aim. To witness the young people and their guests enjoying the event and their pride and pleasure when they were declared a winner endorsed my commitment to the event. Thank you for your hard work and support.
Cultural Services – Central Library	<p>Not just the service - but the setting! Spacious spaces, light and airy, overlooking the beautiful Swansea Bay; it is very well furnished, with many comfortable, and secluded corners, if desired, for study; a large car park, so important; access to food and drink in the cafe, combining also access to other essential information and services provided by council staff.</p> <p>Just received a detailed response to a research enquiry from Swansea Library with on-line links and the offer of further assistance. Fantastic service!</p> <p>I've used many libraries in various parts of the UK - this one must be the best</p>

## Appendix 1

Fforestfach Library	This summer the library put on quite a few children's events. They were put together well and an excellent idea with all the staff doing a great job
Gorseinon Library	Staff always very helpful, pleasant and polite - always cheerful, friendly and so helpful
Brangwyn Hall	I am writing to express our sincere thanks to all the Brangwyn Hall staff who worked last Sunday at the Swansea Primary Schools' Music Festival. From the feedback we have received from everyone who took part, it appears the Festival was an overwhelming success
Corporate Building Services	<p>I had 2 plasterers here at (address supplied). They have been fantastic done an amazing job and left it very tidy and clean here. They were also very polite and helpful</p> <p>I have had 2 carpenters working here which are fantastic. They have worked hard and been very helpful, left the place lovely and tidy</p>
Customer Services	<p>I must thank you both for your prompt replies. Prompt replies can be rare in public bodies, so well done to both SJL &amp; L</p> <p>they were really impressed with the service they received in the contact centre in particular the way JG helped them with their interview for a blue badge application</p> <p>The service received was excellent and surpassed my expectations. The call handler (MJ) was helpful and sympathetic while the gutter was fixed before lunch and the drain later in the afternoon! Superb service!</p> <p>HD took it upon herself to make a difference, made calls to transport department to assist my application, brought forms and even a pen to me by child play area and came back to me when completed. Even brought camera over to take my sons photo in situ</p> <p>Customer wanted to pass on feedback today. She saw our Rachel today and thought she was excellent and very helpful with her query today. She also wanted to say that whenever she has visited the contact centre she has been impressed with the level of service and how helpful the staff are.</p>

	<p>Could you please pass on our thanks to the member of staff that handled my call today. Very polite, professional and most helpful.</p>
<p>Education</p>	<p>Mrs C A, listened to me, tried to solve the issue, and gave me the best solution, and notified me with detailed email. Thank you</p>
<p>Highways &amp; Transportation</p>	<p>I would like to send my appreciation for the first class service received. I filled in the on line form at just before 5pm yesterday and had an acknowledgement at 5.05pm. I was amazed by the time that I had got home at approximately 6.15 pm to be told by my husband that a visit had already been made and that someone would be coming back that evening to make the street lamp safe. – re Street Lighting</p> <p>The speed your staff filled in a large pot hole in Edgemoor Close was brilliant.</p> <p>Many thanks for your prompt response to my report of a pothole in Gowerton, repair was carried out the following day. Well done to all of the team involved– re PATCH Team</p> <p>We would like to compliment the Council for the efforts made to keep our roads safe during the recent severe weather. In particular we were very impressed to see the lane between Llanrhidian and Welshmoor had been gritted. Thank you to Highways and all the staff who braved the cold.</p> <p>I've had my grumbles in the past about Swansea Council but fair play the roads have been gritted well so thanks to all involved</p> <p>I write to thank you and your colleagues for the recent work in the community on the roads around the school, to improve road safety for our children and parents as they walk to and from school. I am sure it will make a significant difference in the long term. – re Road Safety</p>

<p>Housing &amp; Public Protection</p>	<p>I just wanted to say that the Council sometimes get a bad rap for not being helpful or ‘customer’ focused, but you were extremely polite, friendly and helpful on the phone and it’s good to know that there are still people out there that understand that this goes a long way. It was a pleasure to talk to you – re R Dowling, Housing</p> <p>He asked me to pass on his thanks to Big Al and the boys for all their hard work doing his garden, they were so polite, very good at their jobs and just got on with it with no problem, they didn’t stop. He even said that IMPRESSIVE was not even a word for the standard of work they done! And he didn’t realise that there were still people out there like this guys. - re Landlord Services</p> <p>I thought I’d let you know what a great job the boys did this morning in cutting back the overgrowth and clearing the leaves around the office. They have even cut back all the trees that were growing up the side of the building which hasn’t been done for years.- re Landlord Services</p> <p>Thank you so very much for a beautiful wedding ceremony which we will treasure forever. Everyone commented on how lovely it was and how special you made it. Many, many thanks again. – re Registration Services</p>
<p>Planning &amp; City Regeneration</p>	<p>I am again heartened by your prompt replies and that my concerns have been listened to – re Countryside Access</p> <p>My thanks to you and your colleague .The path will be much safer now for another year. I know it is frequently used by many older people living in this area, The steep slope will be much easier for them to negotiate now. Thank you on their behalf. – re Countryside Access</p>
<p>Poverty &amp; Prevention</p>	<p>Cards received from parent and grandparent of child who received full entitlement in Flying Start and were supported through the statutory assessment process. Cards read: “Words can’t express how grateful I am for all the help and support you have given” and “Thank you for all your help and support for my Daughter and Grandson” – re Flying Start</p>

	<p>Card sent by parent: "Thank you for everything you have done for me, I wouldn't be the mother I am today if it wasn't for you." – re Family Partnership Team</p> <p>I've been instructed by our client to offer you thanks for your diligent work over the period of the PIP application – our client wants me to thank you for the support you gave at this difficult time." - re Welfare Rights</p> <p>Text message re. support provided to a family: "A massive thank you again for putting the spark back in to my family life. This experience you have given us and made us whole again." – re EVOLVE</p> <p>It has been our privilege at X primary school to have you're stepping into play team working with our children and parents. Due to their commitment and enthusiasm it has been a huge success. We also appreciated their willingness to be part of our inspection week which left a massive impression with the inspectors. – re Playteam</p>
<p>Waste Management &amp; Parks</p>	<p>We have seen the magnificent wild flower verges around Swansea and the Gower. They look glorious. I understand that your department are responsible for this excellent initiative</p> <p>Particularly we found the wild flowers along side the dual carriage ways and roundabouts, to be amazing. I don't know who did the planting but they should be given a hearty pat on the back for such a beautiful job that just added 'the icing on the cake' to a wonderful city</p> <p>Several friends from different parts of the UK have visited Swansea over the summer and have remarked on the flowers planted on roundabouts and verges and of course in parks. I thought I'd pass on the compliments ! re Parks</p> <p>Facebook - I have to admit that our bin men do an excellent job and are always courteous – re Waste</p> <p>Twitter - nice to see @ Swansea Council put my garden waste bags in a nice pile on my drive -</p>

	<p>good service- re Waste</p> <p>I just want to say what a lovely job has been done by the team in Craig Cefn Parc and Felindre. If there is the chance to have this service again we would be delighted to find some jobs!, such a lovely team of workers. Thank you to all involved. – re Cleansing</p> <p>I have used the recycling site at Llansamlet several times over the past few days, and each time. Was impressed by that courtesy and helpfulness of the staff. They should be commended. Additionally the site is very easy to access and seems to run very smoothly re Civic Amenity Site</p> <p>X called to compliment whoever did the refuse collection today at the above area. All the food waste bins were neatly stacked and any over spills had been cleared up with no rubbish in sight.</p>
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