

Appendix 1: Corporate Complaints Annual Report - Statistical data

TABLE 1: Complaints recorded from 1 April 2021 to 31 March 2022 by Service Department

| Service Area | Stage 1 Complaints 2020/21 | Stage 1 Complaints 2021/22 | Stage 2 Complaints 2020/21 | Stage 2 Complaints 2021/22 | Requests for Service 2020/21 | Request for Service 2021/22 | Comments 2020/21 | Comments 2021/22 |
|--|---|---|---|---|---|--|-----------------------------|-----------------------------|
| Commercial Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Communications & Customer Engagement | 23 | 45 | 0 | 2 | 8 | 19 | 1 | 3 |
| Corporate Building & Property Services | 187 | 170 | 9 | 16 | 27 | 47 | 0 | 2 |
| Cultural Services | 15 | 44 | 1 | 6 | 24 | 18 | 2 | 5 |
| Economic Regeneration & Planning | 34 | 54 | 19 | 19 | 16 | 25 | 1 | 0 |
| Education | 27 | 21 | 0 | 3 | 11 | 21 | 0 | 0 |
| Financial Services | 46 | 43 | 8 | 6 | 42 | 54 | 1 | 1 |
| Highways & Transportation | 296 | 277 | 44 | 55 | 176 | 279 | 5 | 4 |
| Housing & Public Protection | 204 | 260 | 30 | 32 | 158 | 153 | 4 | 4 |
| HR & OD | 8 | 3 | 1 | 0 | 1 | 5 | 0 | 0 |
| Information & Business Change | 0 | 1 | 0 | 0 | 4 | 1 | 0 | 0 |

| | | | | | | | | |
|----------------------------------|-------------|-------------|------------|------------|------------|------------|-----------|-----------|
| Legal & Democratic Services | 4 | 11 | 1 | 2 | 9 | 18 | 0 | 1 |
| Poverty, Wellbeing & Communities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Waste Management & Parks | 527 | 345 | 16 | 13 | 168 | 211 | 5 | 11 |
| Totals | 1171 | 1274 | 129 | 154 | 644 | 851 | 19 | 31 |

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

| | 1 April 2020 to 31 March 2021 | 1 April 2021 to 31 March 2022 | Difference (+ or -) |
|-----------------------------|-------------------------------|-------------------------------|---------------------|
| Stage 1 | 1171 | 1274 | +103 |
| Stage 2 | 129 | 154 | +25 |
| Requests for Service | 644 | 851 | +207 |
| Comments | 19 | 31 | +12 |

Table 3 – Examples of Compliments Received

| Teams | Compliments Received |
|--------------------------|---|
| Waste, Parks & Cleansing | Thank you so much for leaving unmown parts of Dunvant Park, the southern marsh orchid is beautiful and plentiful this year. Great job. |
| Cultural Services | An interesting selection of contemporary art with a really nice collection of more classic drawings and pottery. The cafe was brilliant and reasonably priced. Had a great time. |
| Education | None for Education last year |
| Highways | I would like to pass on the thanks of the committee of The Friends of De la Beche Park for the excellent job that has been done making the footpaths safe. |
| Libraries | I just wanted to express my appreciation and thanks for the 1st class service I have received from a member of the library staff in Killay, namely Lynne Joyce. |
| Revenues and Benefits | I have had to call Housing Benefit three times over the last few weeks, and each time Donna Marie has answered me, and dealt with the enquiry swiftly and easily, There is a wait for the service and she obviously has had to deal with a lot of people moaning, as I used to work there I understood how difficult her role is in these times, I did joke with her today and said is she the only one working down there as i have had her every time I have phoned!! |
| Housing | Please could you thank and praise the man from Swansea Housing Department Repairs who came yesterday afternoon to repair the garage door that had jammed and cable broken at Garage 13 Laurel Place. He came very quickly and rang me and made the repair. I was very impressed. I was worried in case the door fell on my car |
| Customer Services | I'd like to compliment Kim Bowden -Customer Services Advisor for her excellent customer service issuing my visitor parking permit. It wasn't clear on the form what your processing time was and I'd already requested my permit to start the next day thinking it would be an electronic doc I could print. Kim contacted me early morning with the option to collect from the reception desk which I was happy to do. A big thank you to Kim for her efforts and forward thinking. Much appreciated |