

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

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
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