

Appendix 5

Corporate Complaints and Compliments

- 194 stage one complaints have been received centrally from the 1st April 2016 to 31st March 2017.
- The table below provides an overview of the stage one complaints that have been received and their outcomes:-

	Not upheld	Apologies	Agreed Action	Compensation	Withdrawn	Awaiting Response	Upheld	Total
CMT & Direct Reports								
Commercial & Technical Services	25	3	6	0	1	1	3	39
Communications								
Communities	24	2	2	0	1	5	2	36
Democratic Services & Law	2	0	0	0	1	0	2	5
Economic Development								
Finance	38	10	3	1	4	1	7	64
Human Resources	3	0	0	0	0	0	0	3
Leadership Support								
Planning	8	4	0	0	0	0	0	12
Strategic Development								
Waste Contract	13	9	7	1	2	3	0	35
Total								194

- 35 stage two complaints have been received from the 1st April 2016 to 31st March 2017.
- The following table provides an overview of the stage two complaints received:-

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
CMT & Direct Reports					
Commercial & Technical Services	3	1	2	3	9
Communications					
Communities	0	2	0	2	4
Democratic Services & Law	0	0	1	0	1
Economic Development					
Finance	3	2	0	2	7
Human Resources	1	1	0	0	2
Leadership Support					
Planning	0	2	2	6	10
Strategic Development					
Waste Contract	0	1	0	1	2
					35

5. Only 8 complaints have been referred to the Local Government Ombudsman for an independent review during the period 1st April 2016 to 31st March 2017.

6. The table below provides an overview of the LGO complaints and their decision.

Department	Decision made by the LGO
Benefits	Not Upheld – in favour of the Council
Planning	Not Upheld - in favour of the Council
Benefits	Not Upheld – in favour of the Council
Community Safety	Not Upheld – in favour of the Council
Licensing	Not Upheld – in favour of the Council
Planning	Not Upheld – in favour of the Council
Planning	No further action was required by the Council
Planning	Apology to be sent

7. 232 compliments have been received centrally from the 1st April 2016 to 31st March 2017.

8. The table below shows an overview of the compliments received:-

	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Total
CMT & Direct Reports					
Commercial & Technical Services	10	13	17	9	49
Communications					
Communities	6	9	23	12	50
Democratic Services & Law	9	13	5	6	33
Economic Development					
Finance	11	7	21	19	58
Human Resources					
Leadership Support					
Planning					
Strategic Development					
Waste Contract	13	12	5	11	41
Shepway District Council	0	1	0	0	1
					232