

**Stage 1 - Formal Complaints by Assistant Director**

Assistant Director	No	Average Working Days to Respond	Number Outside 10 Working Day Target	Percentage Responded in 10 Working Days
Neighbourhood Services	61	5.9	10	83.6%
Performance and Innovation	3	2.7	0	100.0%
Resources	10	10.6	4	60.0%
Strategic Development	23	6.7	4	82.6%
<b>Annual</b>	<b>97</b>	<b>6.2</b>	<b>18</b>	<b>81.4%</b>

**Stage 1 - Formal Complaints by Category**

Complaint Category	Total	Neighbourhood Services	Performance and Innovation	Resources	Strategic Development
Complaint about any of the Council policies	<b>34</b>	12	0	4	18
Decision making and implementation	<b>4</b>	1	0	0	3
Service standards or quality issues	<b>40</b>	33	2	4	1
Staff behaviour (e.g. rude, unhelpful)	<b>10</b>	7	1	2	0
Customer Access	<b>0</b>	0	0	0	0
Work undertaken by our contractors	<b>0</b>	0	0	0	0
Not SLDC matter	<b>6</b>	5	0	0	1
Failure to fulfil statutory obligations	<b>2</b>	2	0	0	0
Failure to carry out a service.	<b>1</b>	1	0	0	0
	<b>97</b>	<b>61</b>	<b>3</b>	<b>10</b>	<b>23</b>