

Appendix 1

Complaints received by year				
	2017/2018	2018/2019	2019/2020	2020/2021
Stage 1	97	121	140	235
Stage 2	19	20	14	24
Stage 3	10	9	6	N/A
Total	126	150	160	259
% increase/decrease on previous year	-0.5%	19%	7%	62%

Complaints received by service area		
Service Area	2019/2020 Total received	2020/2021 Total received
Refuse and recycling	44	94
Planning	33	34
Parking	17	5
Staff	12	2
Environmental Health	5	11
Housing	5	2
Council Tax	4	17
Private water supply	4	0
Licensing	3	6
Other	33	80
Covid 19 breaches	0	8
Total	160	259