

Appendix 1

Complaints received by year					
	2017/2018	2018/2019	2019/2020	2020/2021	2021/2022
Stage 1	97	121	140	235	302
Stage 2	19	20	14	24	13
Stage 3	10	9	6	N/A	N/A
Total	126	150	160	259	315
% increase/decrease on previous year	-0.5%	19%	7%	62%	22%

Complaints received by service area			
Service Area	2019/2020 total received	2020/2021 total received	2021/2022 total received
Refuse and recycling	44	94	107
Planning	33	34	59
Parking	17	5	12
Staff	12	2	3
Environmental Health	5	11	19
Housing	5	2	10
Council Tax and Business rates	4	17	35
Private water supply	4	0	1
Licensing	3	6	5
Parks and Open Spaces	N/A	N/A	14
Locality	N/A	N/A	11
Customer Services	N/A	N/A	10
Other	33	80	29
Covid 19 breaches	0	8	0
Total	160	259	315