

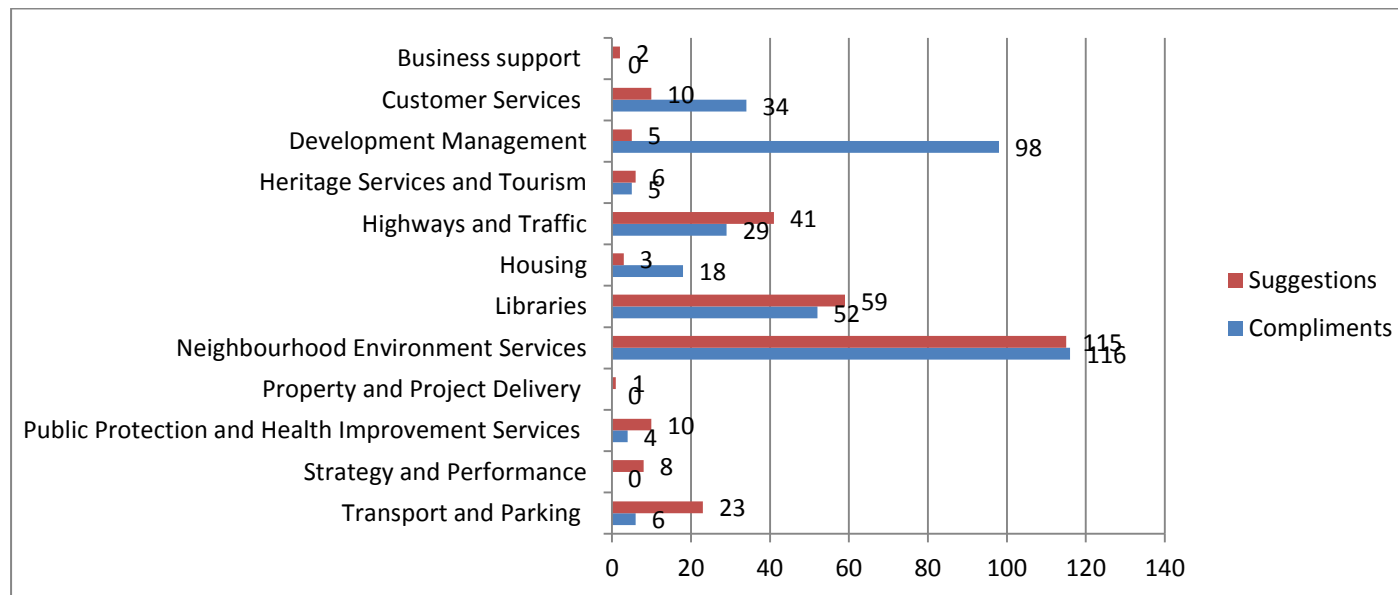
Annual Customer Feedback Summary

1st April 2016 – 31st March 2017

Annual Report for the analysis of Customer Feedback & Complaints

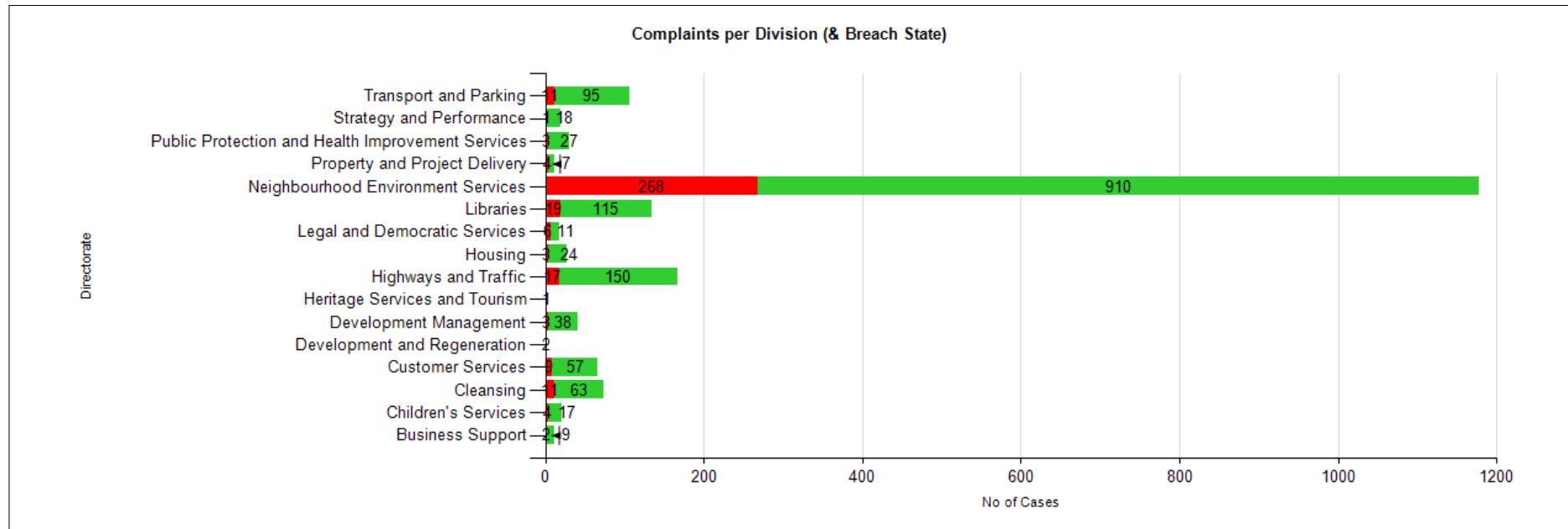
Period: April 1st 2016 to March 31st 2017

Compliments and Suggestions



Annual Customer Feedback Summary

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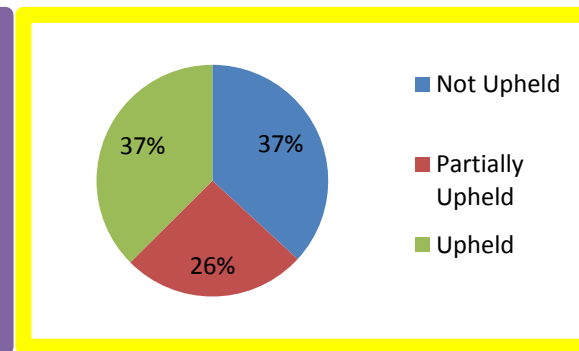
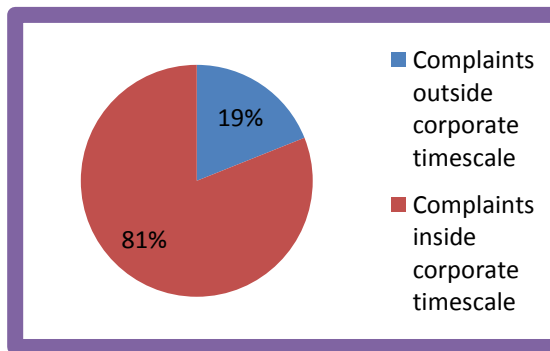
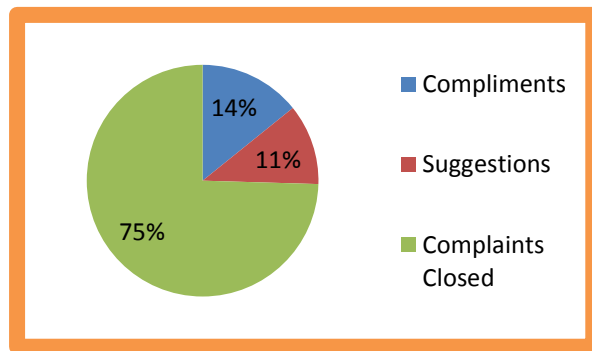
Complaints illustrated here are gross figures including those that were subsequently reassigned as Service Requests or dealt with through an Appeal or Statutory process.

Breached complaints (in red) are those not closed within the complaints response standard 15 working days.

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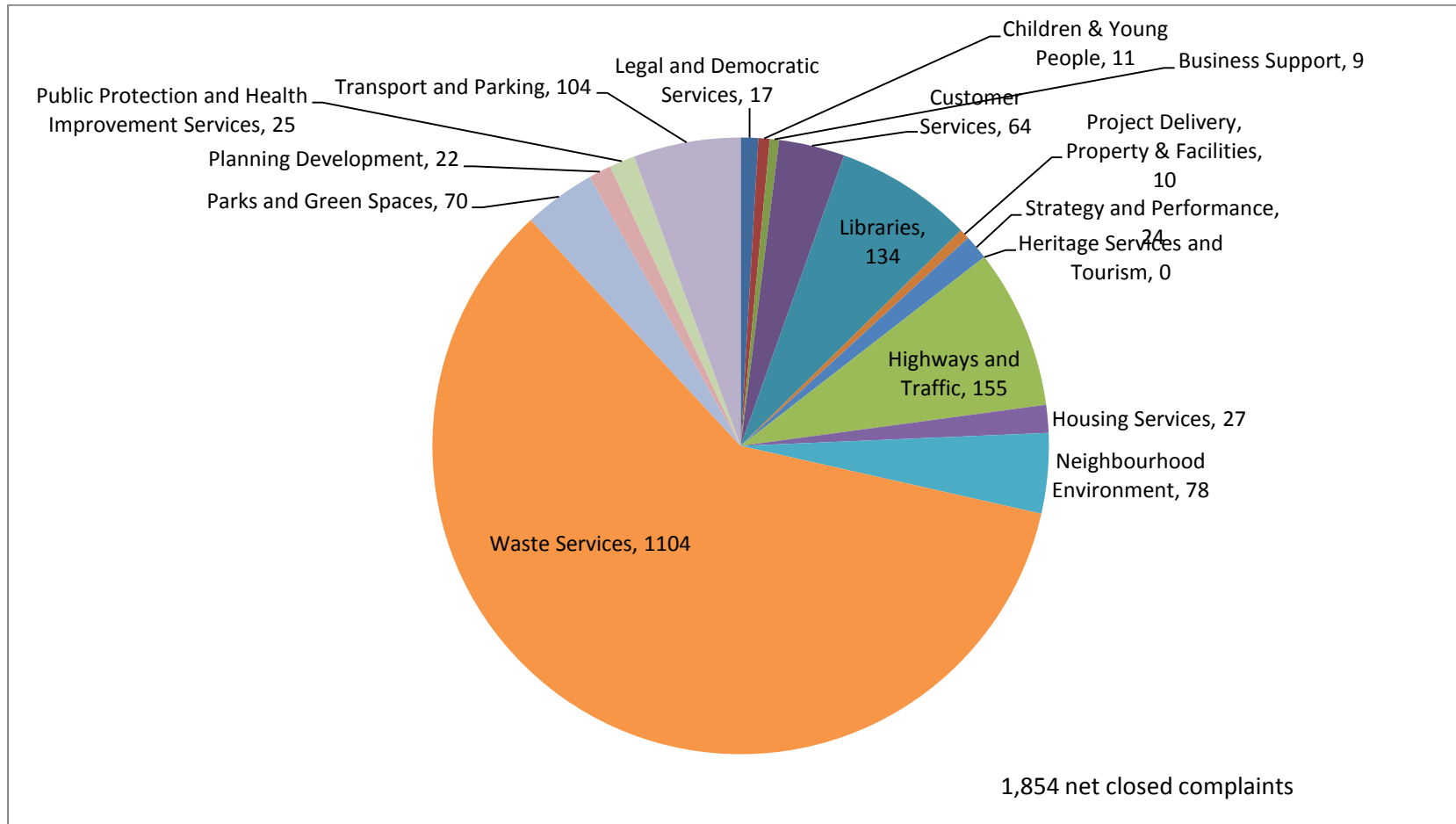
Active and Resolved Corporate Complaint Cases

Service Area	Compliments	Suggestions	Total Complaints received	Service Requests	Appeal or Statutory	Not Upheld	Partially Upheld	Upheld	Complaints answered outside timescale	Complaints answered inside timescale
Legal and Democratic Services	0	4	17	0	0	13	2	2	6	11
Children & Young People	0	0	21	0	10	10	1	0	4	17
Business Support	0	2	11	1	1	6	0	3	2	9
Customer Services	34	10	66	1	0	33	13	19	9	57
Libraries	52	59	134	0	0	29	92	13	19	115
Project Delivery, Property & Facilities	0	1	11	1	0	7	1	2	4	7
Strategy and Performance	0	8	19	1	0	5	7	6	1	18
Heritage Services and Tourism	5	6	1	1	0	0	0	0	0	1
Development & Regeneration	1	4	2	0	0	2	0	0	0	2
Housing Services	18	0	27	0	0	23	4	0	3	24
Planning Development	98	5	41	19	0	18	4	0	3	38
Neighbourhood Environment Services	116	115	1252	76	0	338	234	604	279	973
Public Protection and Health Improvement Services	4	10	30	5	0	16	2	7	3	27
Transport and Parking	6	23	106	0	2	70	27	7	11	95
Highways and Traffic	29	41	167	12	0	84	69	2	17	150
TOTAL	363	288	1905	117	13	654	456	665	361	1544



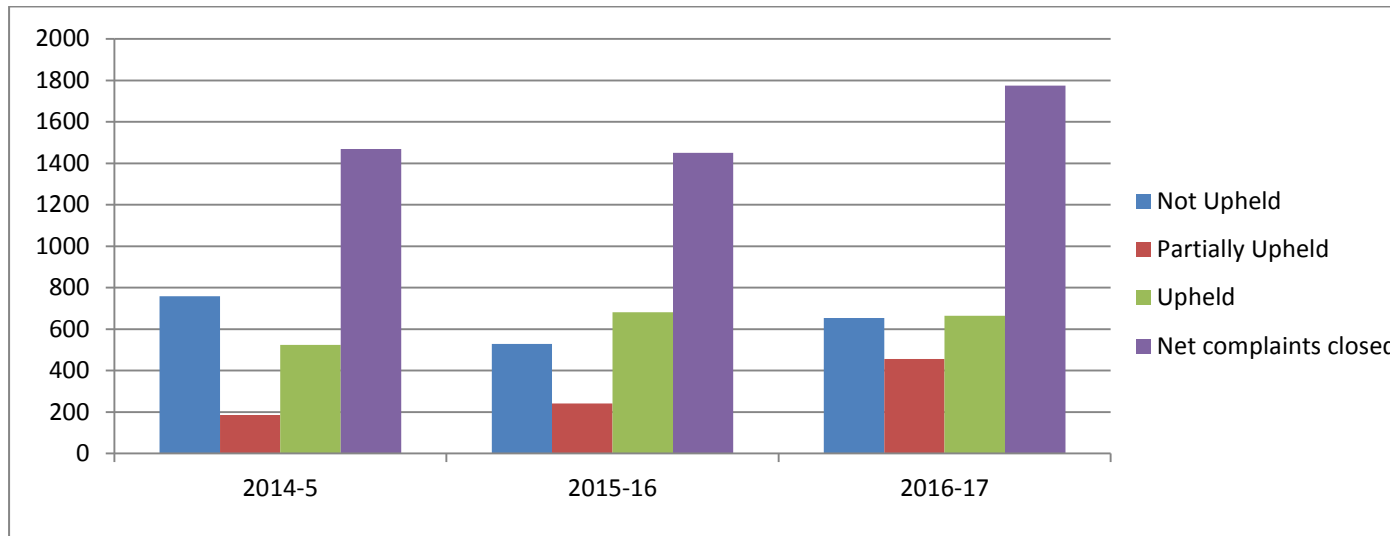
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Complaints Closed



All Services Complaints – **with Neighbourhood Environment Services split** into Waste Services, Neighbourhood Environment and Parks and Green Spaces.

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Graph showing consistent comparative information for the last three years.

Annual Customer Feedback Summary
1st April 2016 – 31st March 2017

Stage 2

Table of Stage 2 cases, 2016-17

Division	Number received during 2016-17	Outcome		
		Complaint Fully Exhausted	Stage 1 Incomplete	Stage 2 Granted
Legal & Democratic Services	-	-	-	-
Children & Young People	6	4	2	0
Adult Social Care	2	1	1	0
Development & Regeneration	-	-	-	-
Housing Services	5	5	0	0
Heritage Services & Tourism	-	-	-	-
Highways & Traffic	9	7	2	0
Neighbourhood Environment	2	1	1	0
Parks & Green Spaces	1	1	0	0
Public Protection & Health Improvement Services	2	2	0	0
Transport & Parking	6	4	2	0
Public Transport	1	1	0	0
Development Management (Planning)	13	13	0	0
Business Support (Finance)	2	1	1	0
Customer Services	-	-	-	-
Business Continuity & Emergency Planning	-	-	-	-
Libraries	-	-	-	-
Project Delivery, Property and Facilities	1	0	1	0
Strategy & Performance	3	3	0	0
Grand Total	53	43	10	0

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Comparisons with previous years stage 2 cases

Year	Total customer Stage 2 requests
2014-15	33
2015-16	39
2016-17	53

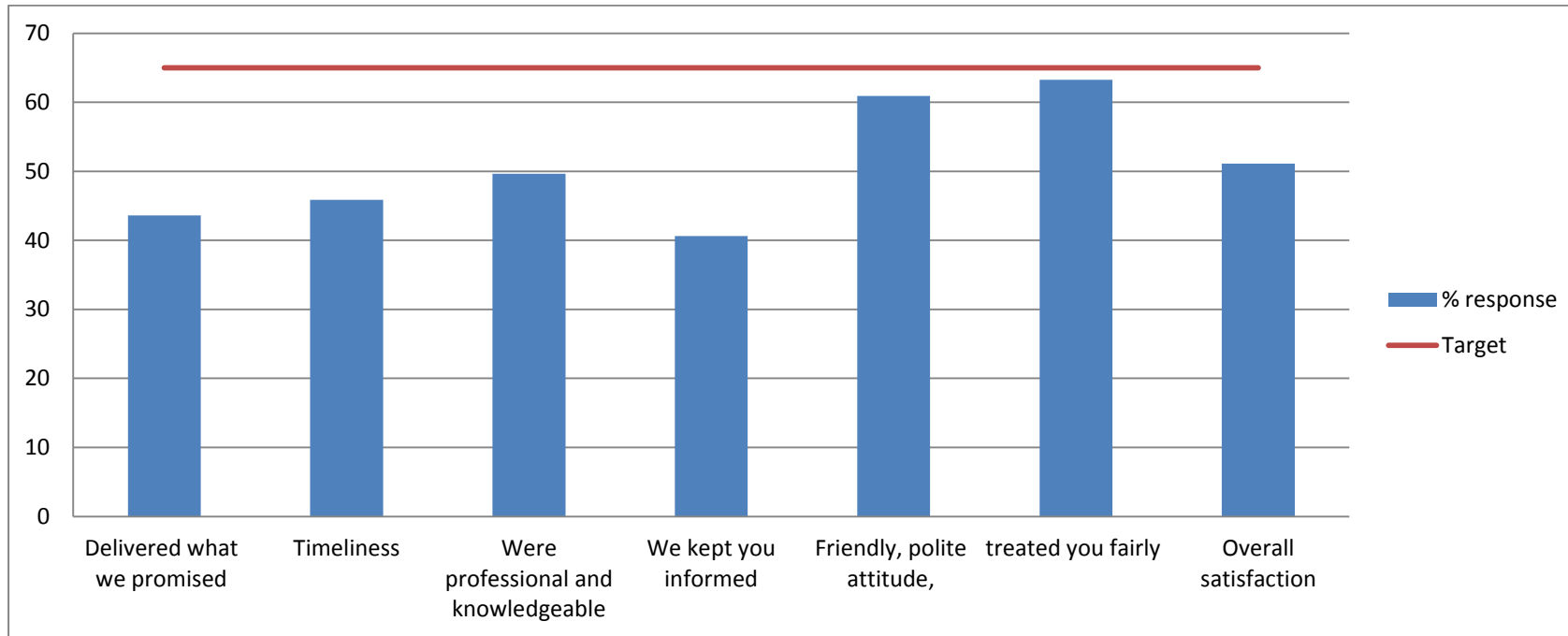
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Local Government Ombudsman

Year	Total B&NES cases received by LGO
2014-15	45
2015-16	40
2016-17	59

2016-17 Neighbouring Authorities	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Uphold Rate (%)	Total	Complaints Remedied by LGO	Complaints Remedied by Authority
Bath and North East Somerset Council	4	0	17	13	14	9	39	57	6	0
South Gloucestershire Council	1	1	21	10	3	3	50	39	1	1
North Somerset Council	4	1	25	35	11	10	48	86	7	1
Bristol City Council	6	13	56	43	17	22	56	157	17	3
Somerset County Council	5	2	30	14	3	11	79	65	10	0
Wiltshire Council	5	1	17	28	12	12	50	75	8	0

Customer Satisfaction with the Corporate Complaints process



Customers who had their complaint upheld were contacted and asked to complete a survey. The responses provide an indication of how well we have met the drivers of satisfaction while answering the customers' complaint.