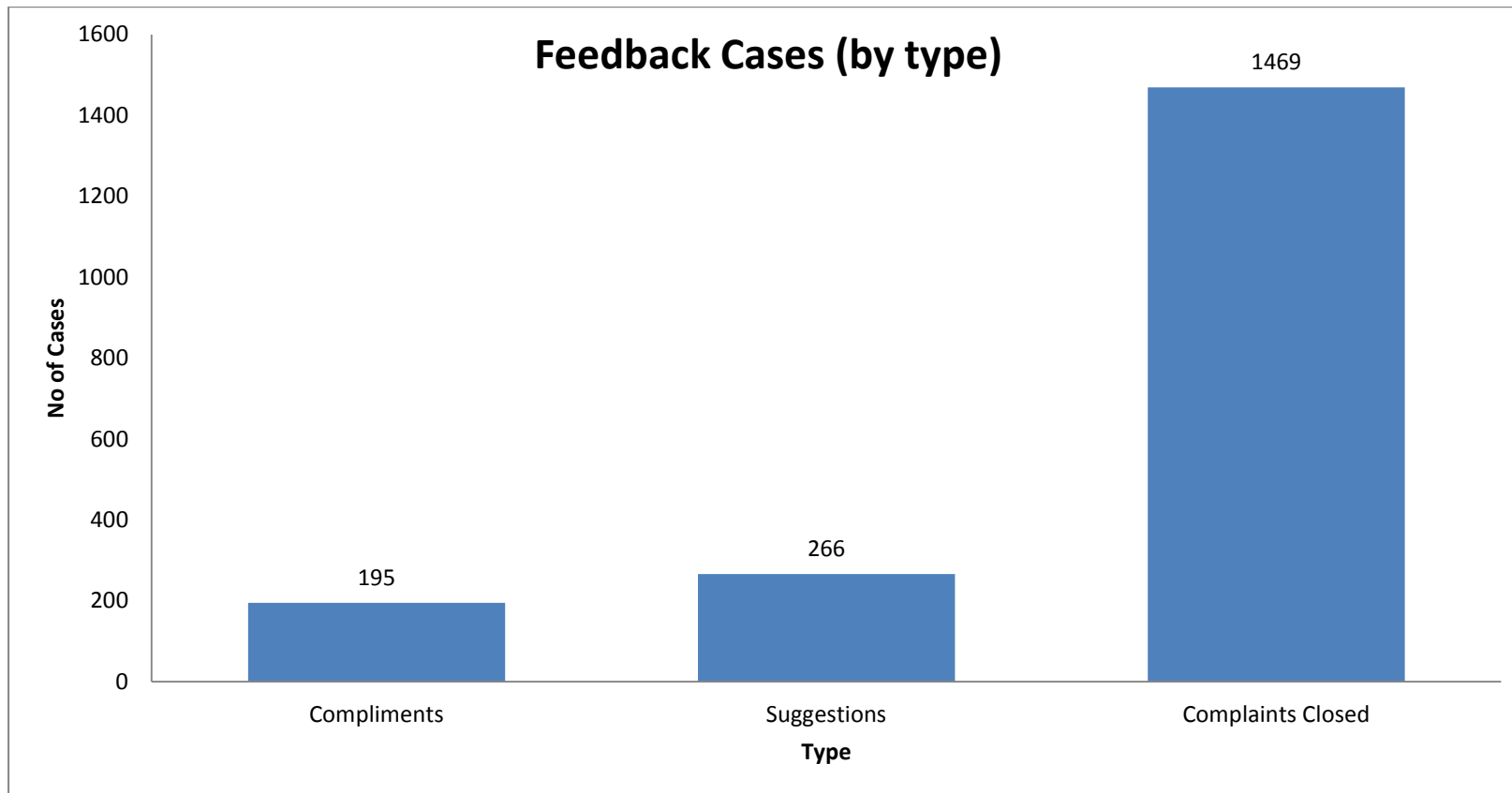


Annual Customer Feedback Summary

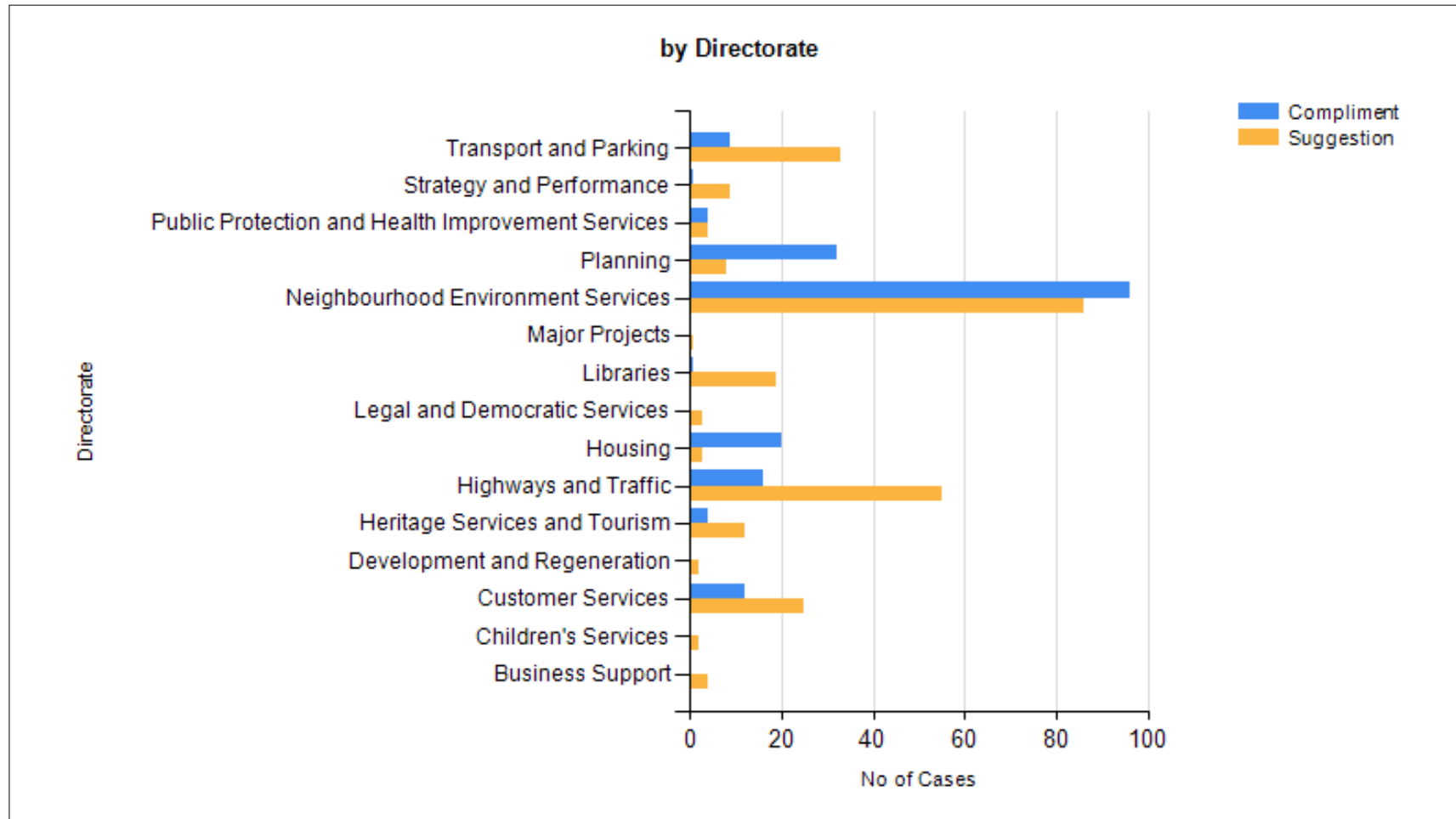
April 2014 – 31st March 2015

Annual Report for the analysis of Customer Feedback & Complaints.
Period: April 1st 2014 to March 31st 2015



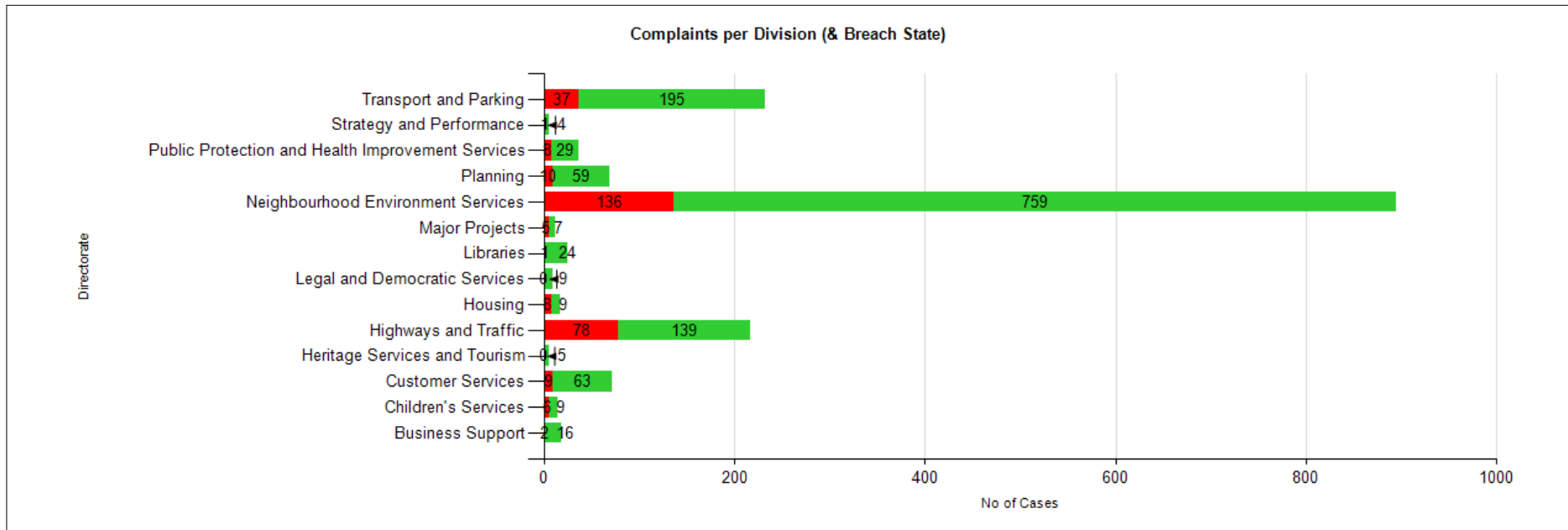
Annual Customer Feedback Summary
1st April 2014 – 31st March 2015

Compliments and Suggestions



Annual Customer Feedback Summary

1st April 2014 – 31st March 2015



Complaints illustrated here include those that were reassigned as Service Requests and Appeal or Statutory.

Annual Customer Feedback Summary

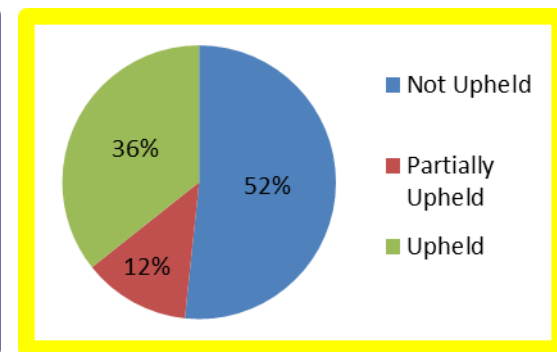
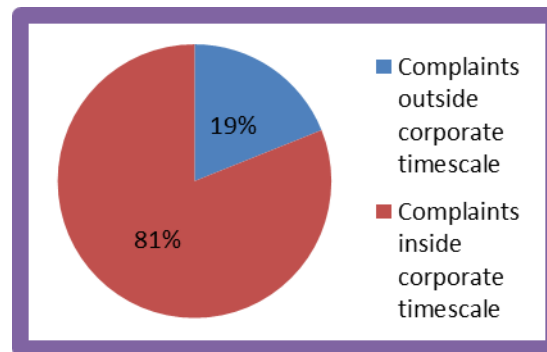
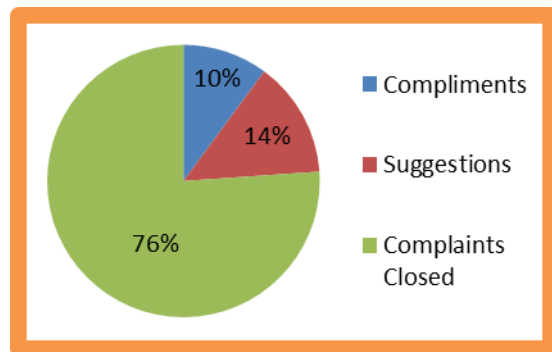
1st April 2014 – 31st March 2015

Active and Resolved Corporate Complaint Cases

Service Area	Compliments	Suggestions	Complaints Closed	Complaints outside corporate timescale	Complaints inside corporate timescale	Not Upheld	Partially Upheld	Upheld	Service Requests	Appeal or Statutory
Legal and Democratic Services	0	3	7	0	7	5	1	1	0	2
Children & Young People	0	2	11	6	5	1	9	1	1	3
Business Support	0	4	18	2	16	7	1	10	0	0
Customer Services	12	25	69	9	60	29	16	24	0	2
Libraries	1	19	24	1	23	5	16	3	0	1
Project Delivery, Property & Facilities	0	1	11	5	6	9	0	2	1	0
Strategy and Performance	1	9	4	1	3	2	1	1	1	0
Heritage Services and Tourism	4	12	2	0	2	1	1	0	1	2
Development & Regeneration	0	2	0	0	0	0	0	0	0	0
Housing Services	20	3	16	7	9	10	5	1	1	0
Planning Development	32	8	42	9	33	35	6	1	27	0
Neighbourhood Environment Services	96	86	866	135	731	338	69	459	29	0
Public Protection and Health Improvement Services	4	4	33	8	25	25	3	5	4	0
Transport and Parking	9	33	159	22	137	148	5	6	20	53
Highways and Traffic	16	55	207	73	134	144	53	10	10	0
TOTAL	195	266	1469	278	1191	759	186	524	95	63

}
}

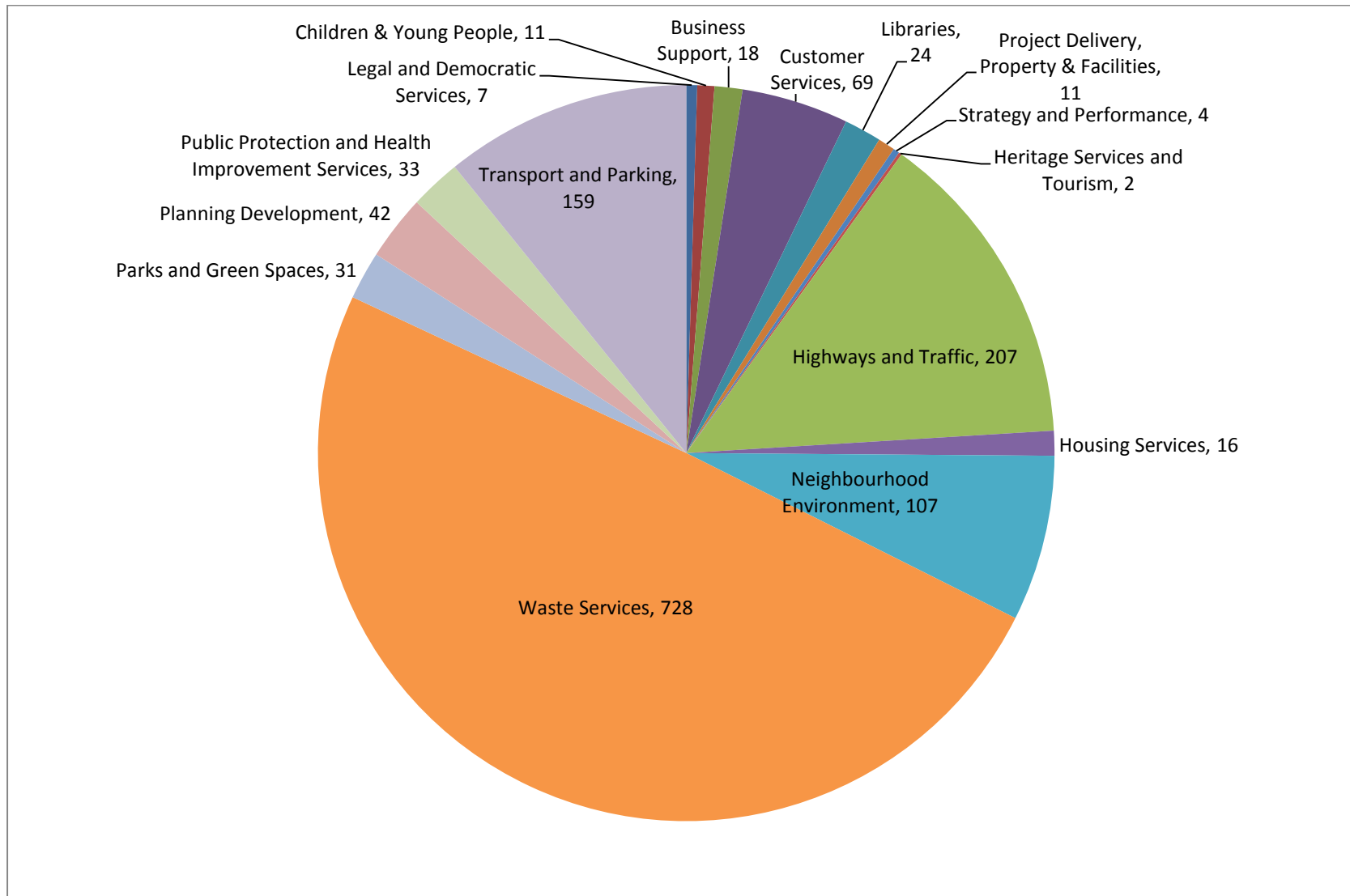
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Annual Customer Feedback Summary

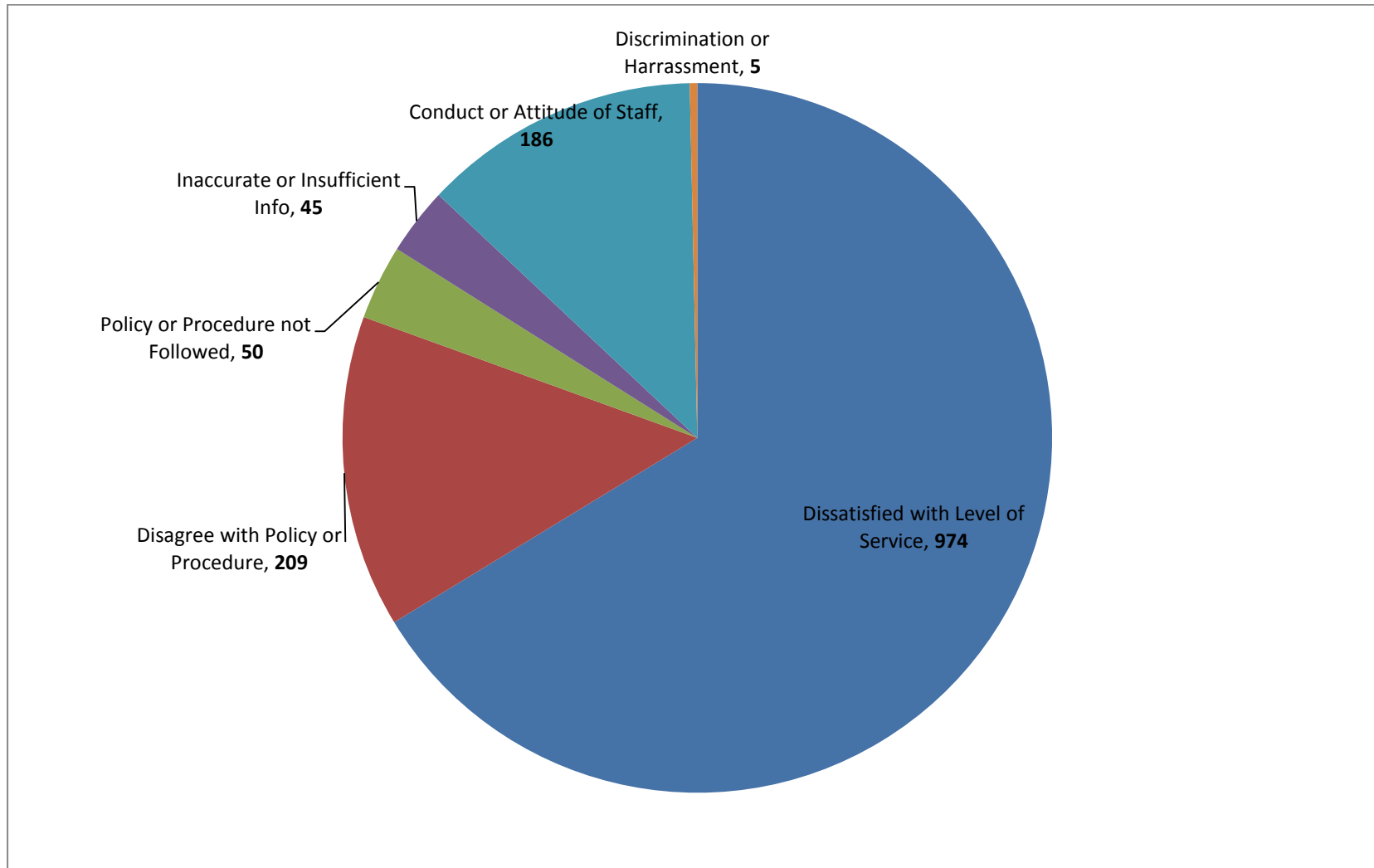
1st April 2014 – 31st March 2015

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



Annual Customer Feedback Summary
1st April 2014 – 31st March 2015

Complaint Categories



Annual Customer Feedback Summary
1st April 2014 – 31st March 2015

Sparkline	April 1st 2010 to March 31st 2011	April 1st 2011 to March 31st 2012	April 1st 2012 to March 31st 2013	April 1st 2013 to March 31st 2014	April 1st 2014 to March 31st 2015
Total number of closed complaints received					
	915	748	821	1129	1469
Complaints outside Corporate timescale					
	116	62	88	113	278
Upheld					
	363	285	248	296	524
Partially Upheld					
	20	18	24	67	186

Annual Customer Feedback Summary
1st April 2014 – 31st March 2015

Table of Stage 2 cases, 2014-15

Division	Number received during 2014-15	Outcome		
		Complaint Fully Exhausted	Stage 1 Incomplete	Stage 2 Granted
Adult Care	2	1	1	0
Housing	4	3	1	0
Highways Maintenance	5	2	2	1
Public Protection & Health Improvement	1	1	0	0
Neighbourhood Environment	2	1	1	0
Transport & Parking	2	2	0	0
Parks and green Spaces	1	0	1	0
Planning	15	13	2	0
Project Delivery, Property and Facilities	1	0	1	0
Grand Total	33	23	9	1

Annual Customer Feedback Summary
1st April 2014 – 31st March 2015

Stage 2

Year	Total customer Stage 2 requests
2009-10	12
2010-11	11
2011-12	28
2012-13	14
2013-14	18
2014-15	33

Local Government Ombudsman

Year	Total B&NES cases received by LGO
2009-10	27
2010-11	45
2011-12	38
2012-13	22
2013-14	40

2013-14 former Avon authorities	Total cases received by LGO	% cases upheld by LGO
Bath & North East Somerset	40	9.1
South Gloucestershire	60	50
North Somerset	63	40.9
Bristol City	160	60