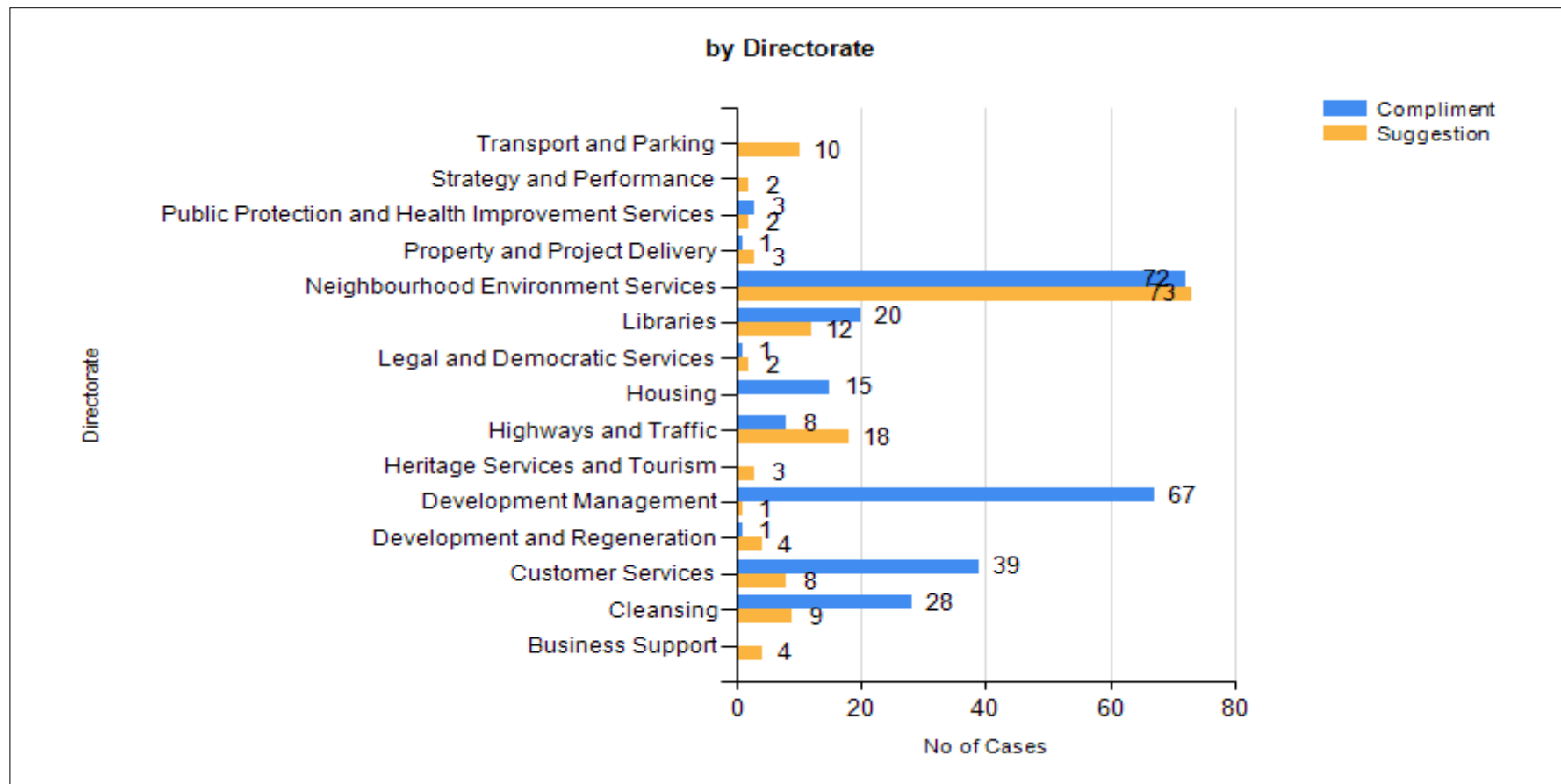


Annual Customer Feedback Summary

1st April 2017 – 31st March 2018

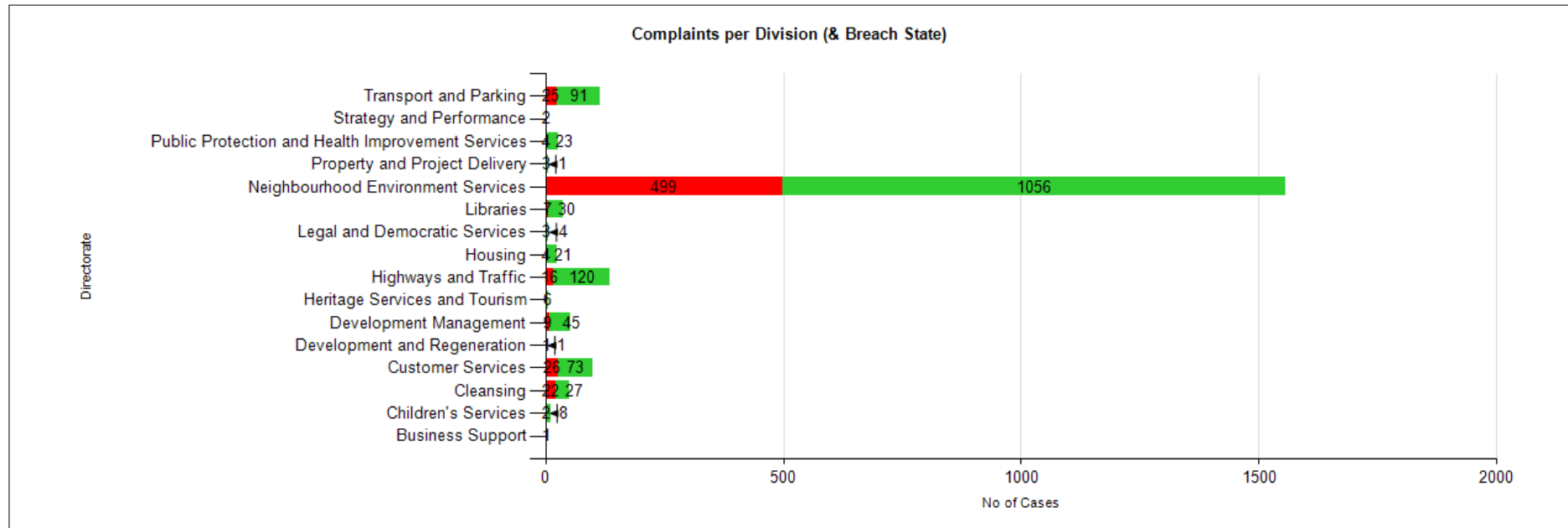
Annual Report for the analysis of Customer Feedback & Complaints.
Period: April 1st 2017 to March 31st 2018

Compliments and Suggestions



Annual Customer Feedback Summary

1st April 2017 – 31st March 2018



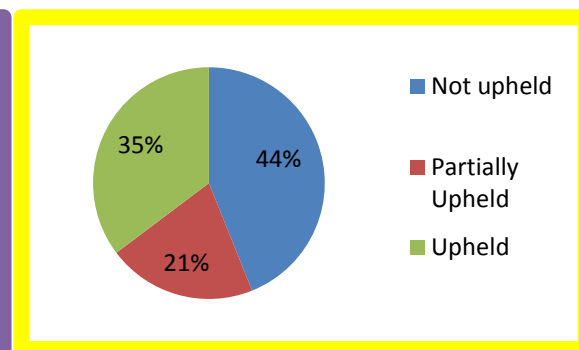
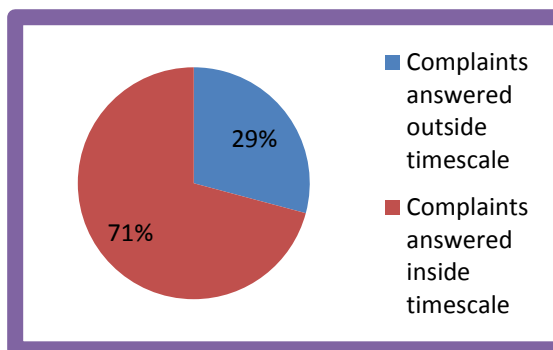
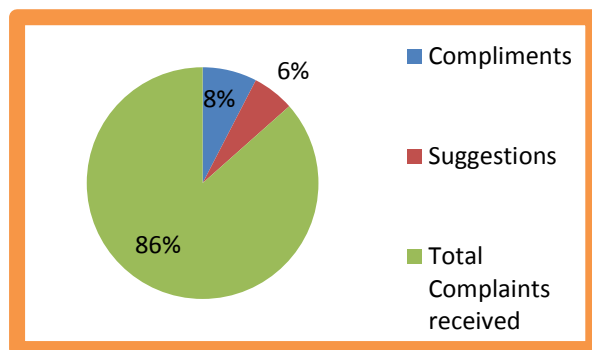
Complaints illustrated here are gross figures including those that were subsequently reassigned as Service Requests or dealt with through an Appeal or Statutory process. Breached complaints (in red) are those not closed within the complaints response standard 15 working days.

Annual Customer Feedback Summary

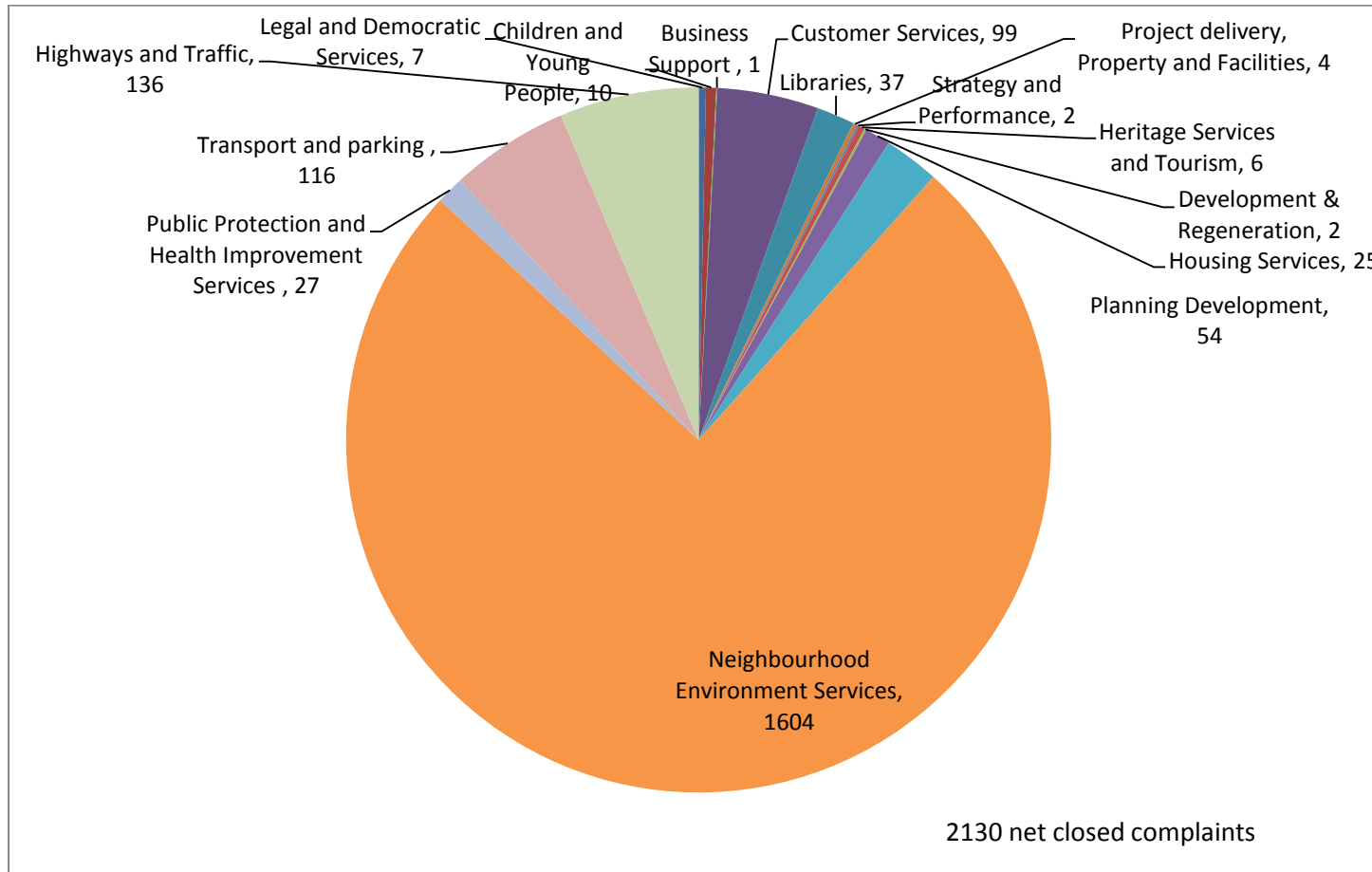
1st April 2017 – 31st March 2018

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	0	7	0	0	9	0	1	3	4
Children and Young People	0	0	10	0	5	3	1	1	2	8
Business Support	0	0	1	0	1	0	0	0	0	1
Customer Services	39	8	99	0	0	53	13	32	26	73
Libraries	20	12	37	0	0	13	17	7	7	30
Project delivery, Property and Facilities	1	3	4	0	0	1	3	0	3	1
Strategy and Performance	0	2	2	0	0	2	0	0	0	2
Heritage Services and Tourism	0	3	6	3	0	2	1	0	0	6
Development & Regeneration	0	0	2	0	0	2	0	0	1	1
Housing Services	15	0	25	0	0	16	5	4	4	21
Planning Development	1	4	54	22	0	27	4	1	9	45
Neighbourhood Environment Services	100	82	1604	103	0	558	301	642	521	1083
Public Protection and Health Improvement Services	3	2	27	7	0	16	0	4	4	23
Transport and parking	0	10	116	1	0	82	27	6	25	91
Highways and Traffic	8	18	136	11	0	85	40	0	16	120
TOTAL	187	144	2130	147	6	869	412	698	621	1509

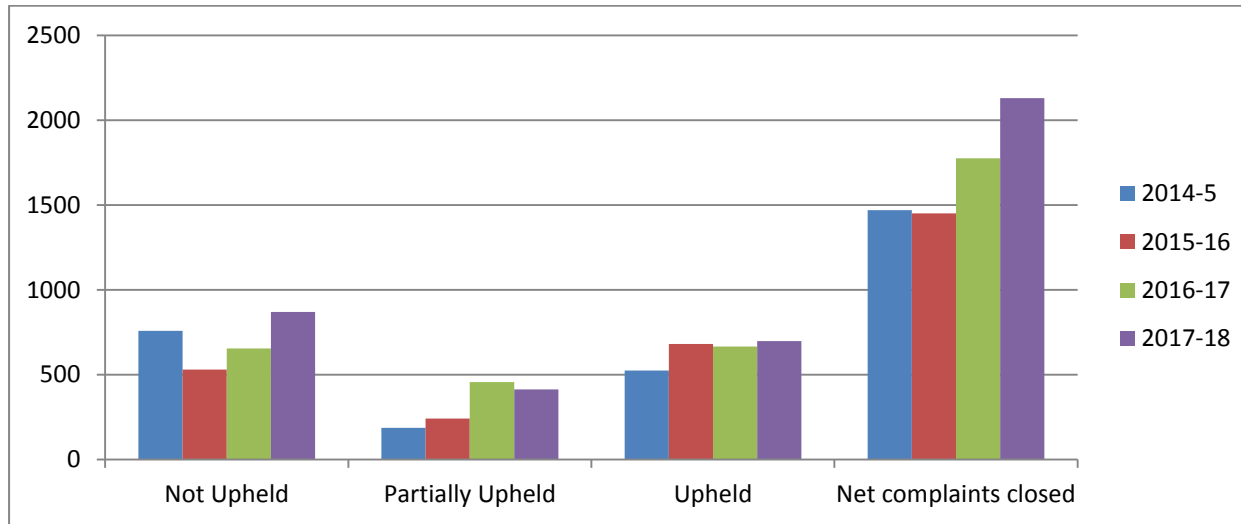


Annual Customer Feedback Summary
1st April 2017 – 31st March 2018



All Services Complaints – with Neighbourhood Environment Services including Waste Services, Neighbourhood Environment and Parks and Green Spaces

Annual Customer Feedback Summary
1st April 2017 – 31st March 2018



Graph showing comparative information for the last four years.

Annual Customer Feedback Summary
1st April 2017 – 31st March 2018

Stage 2

Table of Stage 2 cases, 2017-18

Table of Stage 2 cases, 2017-18				
Division	Number received during 2017-18	Outcome		
		Complaint Fully Exhausted	Stage 1 Incomplete	Stage 2 Granted
Legal & Democratic Services	-	-	-	-
Children & Young People	3	2	-	1
Adult Social Care	-	-	-	-
Development & Regeneration	-	-	-	-
Housing Services	2	2	-	-
Heritage Services & Tourism	-	-	-	-
Highways & Traffic	2	1	1	-
Neighbourhood Environment	2	2	-	-
Parks & Green Spaces	1	1	-	-
Public Protection & Health Improvement Services	3	3	-	-
Transport & Parking	1	1	-	-
Public Transport	1	1	-	-
Development Management (Planning)	15	15	-	-
Business Support (Finance)	-	-	-	-
Customer Services	11	7	4	-
Business Continuity & Emergency Planning	-	-	-	-
Libraries	-	-	-	-
Project Delivery, Property and Facilities	1	-	1	-
Strategy & Performance	-	-	-	-
Grand Total	42	35	6	1

Annual Customer Feedback Summary
1st April 2017 – 31st March 2018

Year	Total customer Stage 2 requests
2014-15	33
2015-16	39
2016-17	53
2017-18	42

Annual Customer Feedback Summary
1st April 2017 – 31st March 2018

Local Government Ombudsman

Year	Total B&NES cases received by LGO
2014-15	45
2015-16	40
2016-17	59
2017-18	45

2017-18 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	2	1	17	15	2	9	82	46	8	1
South Gloucestershire Council	1	3	8	13	2	6	75	33	5	1
North Somerset Council	8	0	28	26	10	8	44	80	7	1
Bristol City Council	14	11	45	35	15	36	46	133	11	1
Somerset County Council	4	1	42	11	7	12	63	77	10	0
Wiltshire Council	5	0	24	19	12	8	40	68	8	0



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.