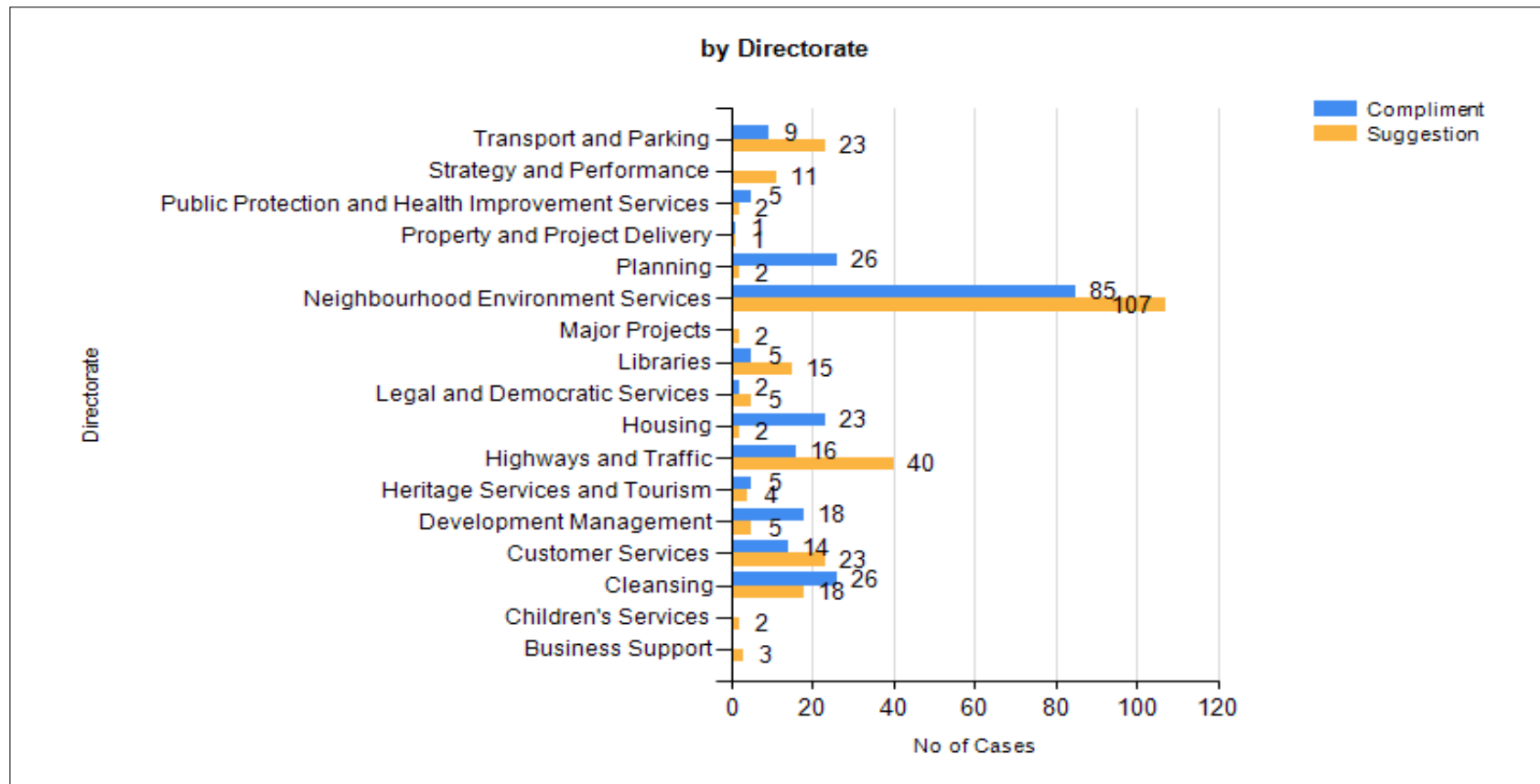


Annual Customer Feedback Summary

1st April 2015 – 31st March 2016

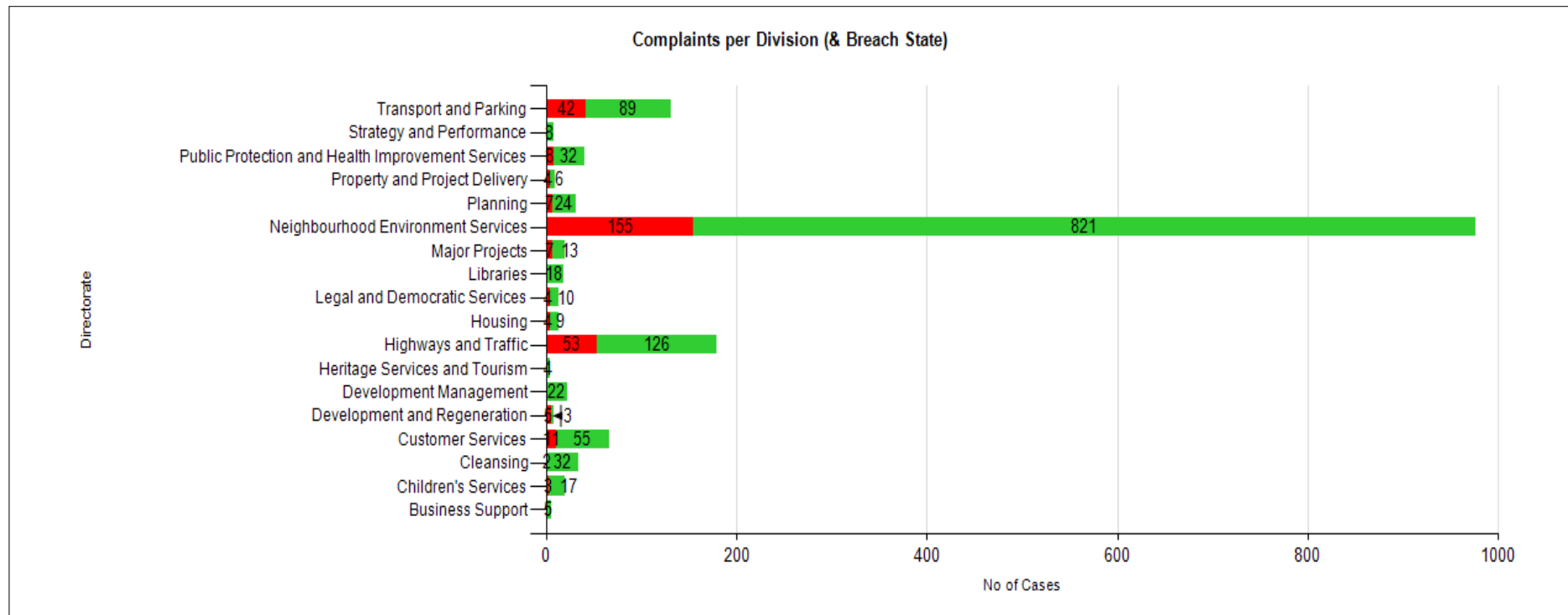
Annual Report for the analysis of Customer Feedback & Complaints
 Period: April 1st 2015 to March 31st 2016

Compliments and Suggestions



Annual Customer Feedback Summary

1st April 2015 – 31st March 2016



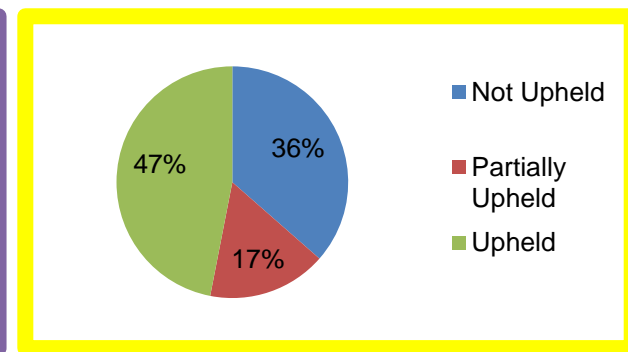
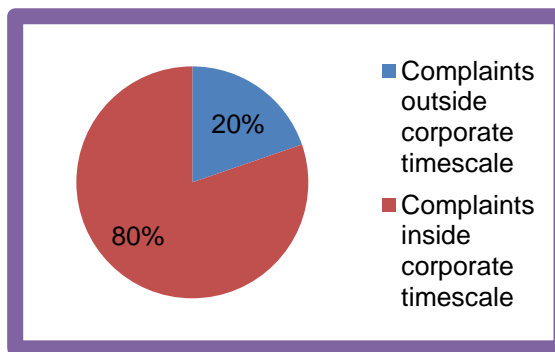
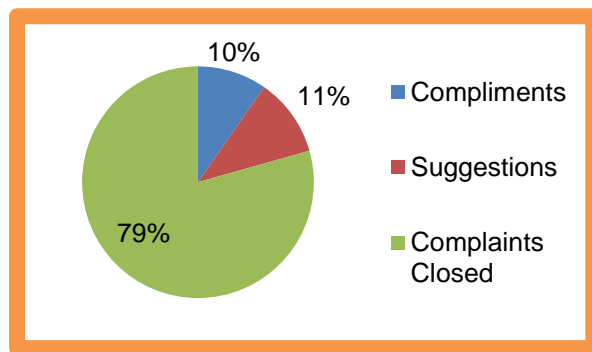
Complaints illustrated here are gross figures including those that were subsequently reassigned as Service Requests and Appeal or Statutory. Breached complaints are those not closed within the complaints response standard 15 working days.

Annual Customer Feedback Summary

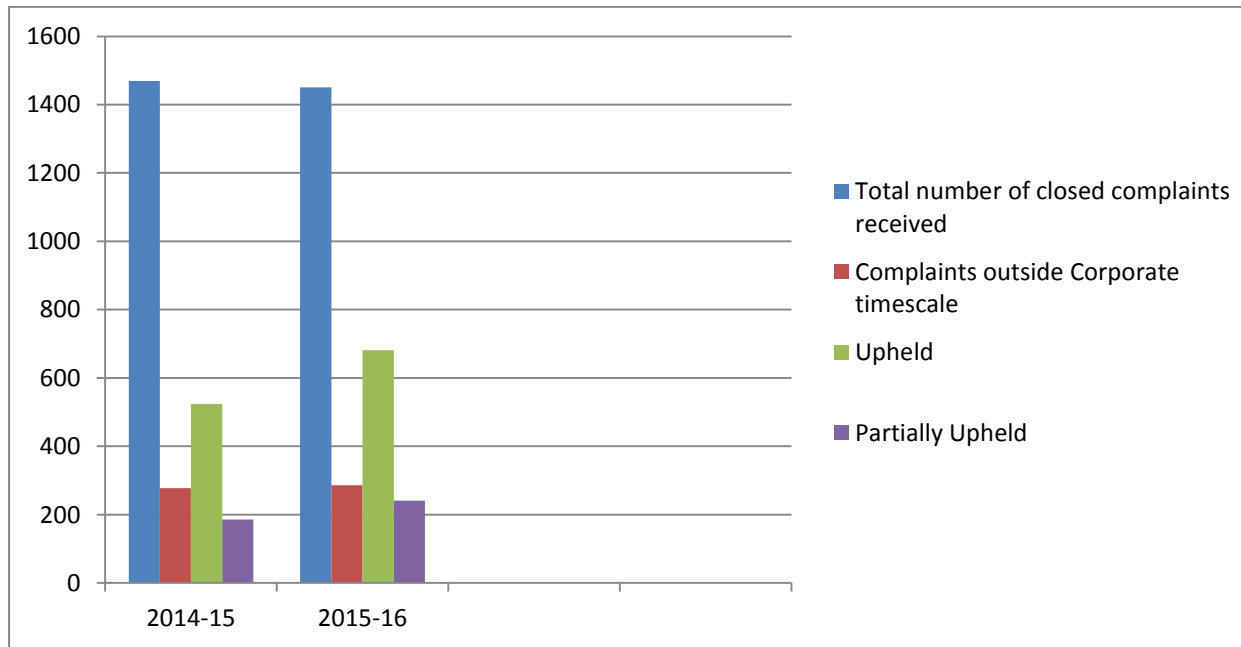
1st April 2015 – 31st March 2016

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	2	5	13	4	9	10	1	2	0	1
Children & Young People	0	2	15	3	12	7	5	3	0	7
Business Support	0	3	5	0	5	0	3	2	0	0
Customer Services	14	23	64	11	53	33	17	14	0	2
Libraries	5	15	17	0	17	6	4	7	0	1
Project Delivery, Property & Facilities	1	3	10	4	6	5	1	4	1	0
Strategy and Performance	0	11	21	4	17	13	1	7	0	1
Heritage Services and Tourism	5	4	0	0	0	0	0	0	4	0
Development & Regeneration	0	0	8	5	3	3	2	3	0	0
Housing Services	23	2	13	4	9	8	3	2	0	0
Planning Development	26	2	33	6	27	25	6	2	20	0
Neighbourhood Environment Services	87	105	944	156	788	186	148	610	64	0
Public Protection and Health Improvement Services	5	2	39	8	31	29	8	2	1	0
Transport and Parking	9	23	105	30	75	62	22	21	13	13
Highways and Traffic			164	51	113	142	20	2	13	2
TOTAL	177	200	1451	286	1165	529	241	681	116	27



Annual Customer Feedback Summary 1st April 2015 – 31st March 2016



Graph showing consistent comparative information for the last two years. This is the period since the current Customer Feedback Policy was adopted in December 2013.

Annual Customer Feedback Summary
1st April 2015 – 31st March 2016

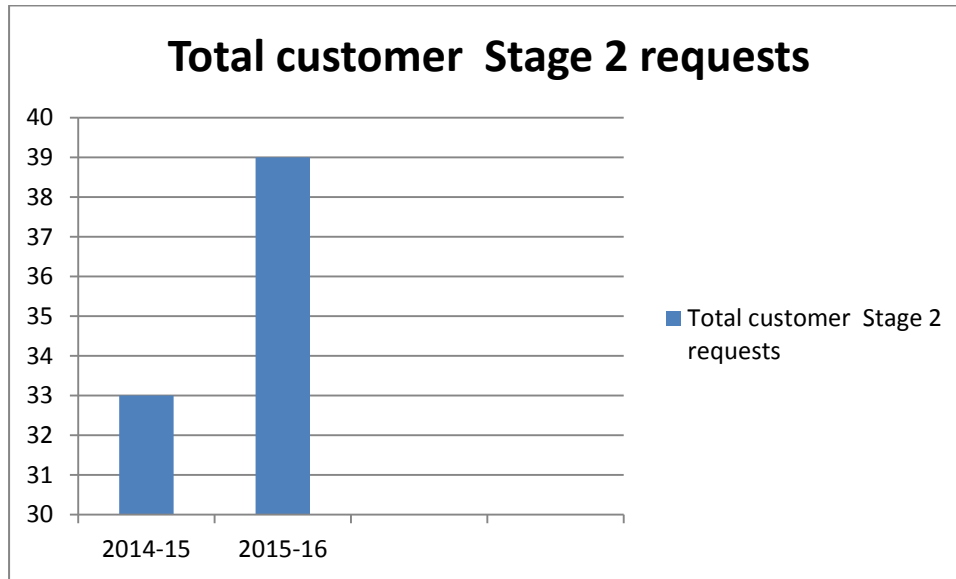
Stage 2

Table of Stage 2 cases 2015-16

Division	Number received during 2015-16	Outcome		
		Complaint Fully Exhausted	Stage 1 Incomplete	Stage 2 Granted
Adult Care	1	0	0	1
Children's Services	4	3	1	0
Highways Maintenance	5	3	2	0
Housing Services	2	1	1	0
Neighbourhood Environment	1	1	0	0
Customer Services	7	4	3	0
Public Transport	1	0	1	0
Planning	16	15	1	0
Property and Facilities	1	0	1	0
Public Protection	1	0	1	0
Grand Total	39	27	11	1

Annual Customer Feedback Summary
1st April 2015 – 31st March 2016

Comparisons with previous years stage 2 cases



Graph showing consistent comparative information for the last two years. This is the period since the current Customer Feedback Policy was adopted in December 2013.

Annual Customer Feedback Summary
1st April 2015 – 31st March 2016

Local Government Ombudsman Cases

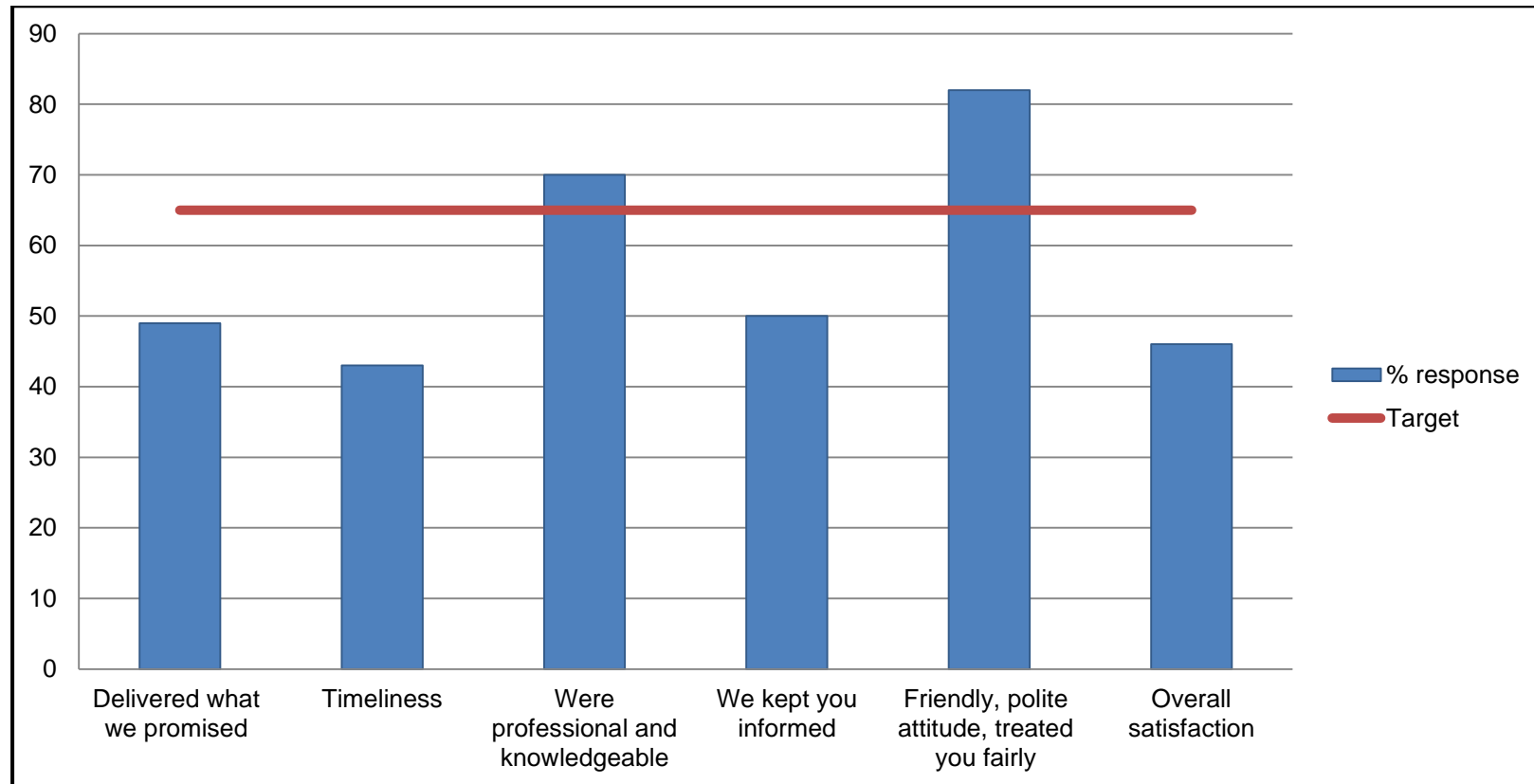
Year	Total B&NES cases received by LGO	% cases upheld by LGO
2009-10	27	11
2010-11	45	N/A
2011-12	38	N/A
2012-13	22	N/A
2013-14	40	2.5
2014-15	45	16
2015-16	40	18

2015-16 Neighbouring authorities	Total cases received by LGO	% cases upheld by LGO
Bath & North East Somerset	40	18
South Gloucestershire	54	15
North Somerset	78	19
Bristol City	183	16
Somerset	61	23
Wiltshire	109	19
Mendip	23	56

More information on the [LGO](#)

Annual Customer Feedback Summary
1st April 2015 – 31st March 2016

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 five drivers of satisfaction while answering the customers' complaint.