

COMPLAINTS RECORDED: 1 APRIL 2016 to 31 MARCH 2017

APPENDIX 2

Service Area	Category of complaint						
	Total No of Complaints	Quality of service	Access to service	Employee	Policy	Damage/Injury	Other
Communities & Environment							
Waste Service & Grounds Maintenance	13	6	-	1	1	-	8
Facilities Management, Catering	1	-	1	1	-	-	1
Construction Services	2	-	1	-	1	1	1
Development & Public Protection	18	11	-	1	1	1	9
Transport & Highways	8	7	1	3	2	1	1
Culture, Communities, Leisure & Volunteering	17	2	1	1	-	-	13
Housing Services	6	3	-	1	2	-	-
Corporate Services & Governance							
Development Law & Democratic Services	3	2	-	-	-	-	1
HR and Litigation	2	-	-	2	1	-	-
Corporate Resources							
Customer & Financial Services	20	14	3	3	1		1
Gateshead Housing Company							
East	53	40	-	18	5	1	3
West	30	25	3	1	3	1	1
Central	51	41	-	11	3	5	3
Inner West	30	30	-	5	1	2	2
South	53	44	-	11	1	1	13
TOTAL	307	225	10	59	22	13	57

Please note that a complaint may fall into more than one category

COMPLAINTS RESOLVED 1 APRIL 2016 to 31 MARCH 2017

APPENDIX 3

Service Area	Number of Complaints resolved	No. resolved within 20 working days	No. of complaints closed	No. Fully justified complaints	No. of partly justified complaints	No. of unresolved complaints
Communities & Environment						
Waste Service & Grounds Maintenance	10	9	3	-	-	-
Facilities Management, Catering	1	1	-	-	-	-
Construction Services	1	1	1	1	-	-
Development & Public Protection	13	5	5	-	1	-
Transport & Highways	7	5	1	1	1	-
Culture, Communities, Leisure & Volunteering	17	16	-	1	1	-
Housing Services	6	4	-	-	1	-
Corporate Services & Governance						
Development Law & Democratic Services	3	2	-	-	1	-
HR & Litigation	2	-	1	-	-	-
Corporate Resources						
Financial Services	18	14	2	5	2	-
Gateshead Housing Company						
East	50	47	3	22	8	-
West	29	27	1	14	7	-
Central	45	37	6	24	9	-
Inner West	30	23	-	18	6	-
South	52	50	1	18	7	-
TOTAL	282	241	24	104	44	-