

**COMPLAINTS RECORDED: 1 APRIL 2017 to 31 MARCH 2018**
**APPENDIX 2**

Service Area	Category of complaint						
	Total No of Complaints	Access to service	Damage/Injury	Quality of service	Employee	Policy	Other
<b>Communities &amp; Environment</b>							
Waste Services & Grounds Maintenance	9	-	-	4	-	1	6
Construction Services	2	-	1	-	1	1	1
Development & Public Protection	11	-	-	1	-	-	-
Transport & Highways	11	2	1	9	6	3	-
Housing Services	4	-	-	2	2	3	-
<b>Corporate Services &amp; Governance</b>							
Property Services	1	1	-	-	-	-	-
<b>Corporate Resources</b>							
Customer & Financial Services	19	1	-	8	4	3	6
Culture, leisure and sport	36	3	-	12	3	1	19
<b>Gateshead Housing Company</b>							
Central	40	1	4	32	6	1	1
East	27	1	2	21	4	3	3
Inner West	18	1	2	15	3	-	-
South	42	2	3	34	8	1	5
West	38	2	3	31	12	1	12
<b>TOTAL</b>	<b>258</b>	<b>14</b>	<b>16</b>	<b>169</b>	<b>49</b>	<b>18</b>	<b>43</b>

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

**COMPLAINTS RESOLVED 1 APRIL 2017 to 31 MARCH 2018**

**APPENDIX 3**

<b>Service Area</b>	<b>Number of Complaints resolved</b>	<b>No. resolved within 20 working days</b>	<b>No. of complaints closed</b>	<b>No. Fully justified complaints</b>	<b>No. of partly justified complaints</b>	<b>No. of unresolved complaints</b>
<b>Communities &amp; Environment</b>						
Waste Services & Grounds Maintenance	8	7	1	-	1	-
Construction Services	2	2	-	-	-	-
Development and Public Protection	7	2	2	-	2	2
Transport & Highways	10	10	1	-	4	-
Housing Services	1	-	2	-	-	1
<b>Corporate Services &amp; Governance</b>						
Property Services	1	1	-	-	-	-
<b>Corporate Resources</b>						
Financial Services	19	16	-	1	14	-
Culture, leisure and sport	27	22	9	7	10	-
<b>Gateshead Housing Company</b>						
Central	39	27	1	18	5	-
East	26	23	-	15	5	1
Inner West	18	15	-	6	5	-
South	41	31	-	21	4	1
West	36	25	2	18	8	-
<b>TOTAL</b>	<b>235</b>	<b>181</b>	<b>18</b>	<b>86</b>	<b>58</b>	<b>5</b>