COMPLAINTS RECORDED: 1 APRIL 2018 to 31 MARCH 2019 APPENDIX 2

Service Area	Category of complaint						
	Total No of Complaints	Access to service	Damage/Injury	Quality of service	Employee	Policy	Other
Communities & Environment							
Waste Services & Grounds Maintenance	3	-	-	-	-	1	3
Development & Public Protection	14	1	-	5	2	-	10
Transport & Highways	10	-	-	4	2	5	1
Environmental health	3	-	1	2	1	1	1
Council housing, design & technical	12	1	-	10	2	6	2
Corporate Services & Governance							
Litigation	1	-	-	-	-	-	1
Corporate Resources							
Customer & Financial Services	10	-	-	5	5	2	-
Culture, leisure & sport & libraries	23	8	-	12	4	1	3
Care Wellbeing & Learning							
Learning & schools	1	-	-	1	1	-	-
Gateshead Housing Company							
Central	27	2	2	24	2	1	1
East	29	1	2	24	8	2	2
Inner West	9	1	1	6	1	-	1
South	30	3	2	22	7	1	4
West	19	7	8	14	-	4	3
TOTAL	**191**	**24**	**16**	**129**	**35**	**24**	**32**

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

COMPLAINTS RESOLVED 1 APRIL 2018 to 31 MARCH 2019   APPENDIX 3

Service Area	No. of Complaints resolved	No. resolved within 20 working days	No. not resolved within 20 working days	No. of unresolved complaints	No. of complaints closed	No. fully justified complaints	No. partly justified complaints	No. not justified complaints
Communities & Environment								
Waste Services & Grounds Maintenance	3	3	-	-	-	-	-	3
Development and Public Protection	9	-	9	-	5	-	2	7
Transport & Highways	8	2	6	1	1	-	1	7
Environmental health	3	2	1	-	-	-	-	3
Council housing, design & technical	8	4	4	2	2	-	2	6
Corporate Services & Governance								
Litigation	-	-	-	1	-	-	-	-
Corporate Resources								
Customer & Financial Services	9	5	4	-	1	2	1	6
Culture, leisure and sport & libraries	15	12	3	-	8	6	1	8
Care Wellbeing & Learning								
Learning & Schools	-	-		1	-	-	-	-
Gateshead Housing Company								
Central	26	21	5	-	1	9	4	13
East	29	19	10	-	-	8	4	17
Inner West	9	7	2	-	-	4	1	4
South	28	20	8	1	1	4	7	17
West	18	12	6	-	1	7	6	5
TOTAL	**165**	**107**	**58**	**6**	**20**	**40**	**29**	**96**