

COMPLAINTS RECORDED: 1 APRIL 2019 to 31 MARCH 2020
APPENDIX 2

Service Area	Category of complaint						
	Total No of Complaints	Access to service	Damage/Injury	Quality of service	Employee	Policy	Other
Office of Chief Executive							
Office of Chief Executive	1	-	-	1	-	-	-
Housing, Environment and Healthy Communities							
Waste Services and Grounds Maintenance	5	-	-	3	2	-	4
Transport and Highways	11	-	-	8	4	1	2
Housing Services	14	5	-	8	1	7	-
Economy, Innovation and Growth							
Regulatory Services	16	-	-	4	5	1	8
Property Services	2	-	-	2	-	-	-
Corporate Services and Governance							
Legal and Democratic Services	1	1	-	-	-	-	-
Resources and Digital Management							
Customer Experience and Digital	12	-	-	9	2	2	1
Sport and Leisure	8	1	-	5	2	-	-
Public Health and Wellbeing							
Libraries	6	-	-	3	1	-	3
Culture	14	1	-	8	3	-	3
Gateshead Housing Company							
Central	32	-	1	30	9	1	1
East	42	2	1	38	9	3	1
Inner West	8	2	1	4	-	-	1
South	34	3	2	24	8	3	5
West	26	1	2	21	6	2	2
TOTAL	232	16	7	168	52	20	31

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

COMPLAINTS RESOLVED 1 APRIL 2019 to 31 MARCH 2020

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
Office of Chief Executive								
Office of Chief Executive	1	1	-	-	-	-	-	1
Housing, Environment and Healthy Communities								
Waste Services and Grounds Maintenance	4	4	-	-	1	-	-	4
Transport and Highways	7	2	5	1	3	-	1	6
Housing Services	9	4	5	4	1	1	3	5
Economy, Innovation and Growth								
Regulatory Services	16	3	13	-	-	-	1	15
Property Services	1	-	1	-	1	-	-	1
Corporate Services and Governance								
Legal and Democratic Services	1	-	1	-	1	-	-	1
Resources and Digital Management								
Customer Experience and Digital	10	6	4	-	1	2	-	8
Sport and Leisure	6	6	-	-	2	3	1	2
Public Health and Wellbeing								
Libraries	6	5	1	-	-	-	1	5
Culture	12	11	1	-	2	3	2	7
Gateshead Housing Company								
Central	31	21	10	1	-	10	6	15
East	39	29	10	2	1	15	3	21
Inner West	5	2	3	3	-	1	1	3
South	29	17	12	4	1	11	3	15
West	22	12	10	3	1	9	8	5
TOTAL	199	123	76	18	15	55	30	114