

# Complaints Recorded: 1 April 2015 to 31 March 2016

# APPENDIX 2

Service Area	Category of complaint						
	Total No of Complaints	Quality of service	Access to service	Employee	Policy	Damage/Injury	Other
<b>Communities &amp; Environment</b>							
Waste Service & Grounds Maintenance	19	13	2	-	4	-	15
Facilities Management, Catering	1	1	-	-	-	-	1
Construction Services	3	2	-	2	-	1	-
Development & Public Protection	15	5	2	1	1	-	10
Transport & Highways	18	17	1	7	4	3	-
Economic & Housing Growth	1	-	-	1	-	-	-
Spatial Planning & Environment	1	1	-	-	-	-	1
Culture, Communities, Leisure & Volunteering	43	20	10	7	4	1	7
<b>Corporate Services &amp; Governance</b>							
Development Law & Democratic Services	1	-	-	1	-	-	-
Property Services	5	3	-	-	1	-	2
<b>Corporate Resources</b>							
Customer & Financial Services	15	13	-	3	2	-	-
<b>Care, Wellbeing &amp; Learning</b>							
Housing Services	18	12	1	5	7	-	1
<b>Gateshead Housing Company</b>							
East	43	39	2	4	4	6	1
West	53	48	7	6	3	4	2
Central	52	42	1	6	1	7	4
Inner West	22	21	1	2	-	4	-
South	77	68	2	16	2	6	3
<b>TOTAL</b>	<b>387</b>	<b>305</b>	<b>29</b>	<b>61</b>	<b>33</b>	<b>32</b>	<b>47</b>

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

## Complaints Resolved 1 April 2015 to 31 March 2016

## 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
<b>Communities &amp; Environment</b>						
Waste Service & Grounds Maintenance	17	16	2	2	-	-
Facilities Management, Catering	1	1	-	-	-	-
Construction Services	3	3	-	-	1	-
Development & Public Protection	13	8	2	1	1	-
Transport & Highways	11	8	7	-	-	-
Economic & Housing Growth	1	-	-	-	-	-
Spatial Planning & Environment	1	1	-	-	-	-
Culture, Communities, Leisure & Volunteering	40	34	3	11	10	-
<b>Corporate Services &amp; Governance</b>						
Development Law & Democratic Services	1	1	-	-	-	-
Property Services	5	2	-	-	-	-
<b>Corporate Resources</b>						
Financial Services	15	12	-	4	2	-
<b>Care, Wellbeing &amp; Learning</b>						
Housing Services	16	12	2	-	2	-
<b>Gateshead Housing Company</b>						
East	41	37	2	22	5	-
West	52	48	1	32	7	-
Central	52	46	-	29	6	-
Inner West	22	20	-	9	7	-
South	77	71	-	41	9	-
<b>TOTAL</b>	<b>368</b>	<b>320</b>	<b>19</b>	<b>151</b>	<b>50</b>	<b>-</b>