

Complaints Audit

Quarter 3

	No. of files audited	No. of Q3 complaints	Percentage of total
Streetcare	16	147	11%
Housing	9	121	7%
oneSource	6	30	20%
Regulatory Services	8	28	29%
Social Care/L&A	3	9	33%
Culture and Leisure	5	17	29%
Regeneration	0	2	0%
Customer Services	3	22	14%
Community Safety	0	1	0%
Communications	2	3	66%
	52	380	14%

Audit Comparison

Service	Time			1 st time			Compliance			Learning			Quality			Overall		
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3
Good	2			2			3			2			20			29		
Excellent	3			4			4			3			30			44		
Streetcare	1	2	2	3	4	4	2	2	4	1	2	2	9	18	22	15	27	34
Housing	2	3	3	3	4	4	4	4	4	1	3	2	19	29	26	29	42	39
oneSource	2	2	2	3	4	3	2	2	3	2	2	3	13	23	23	23	33	34
Regulatory	2	1	2	4	3	3	4	2	3	3	2	2	26	18	18	39	27	28
Culture	3	2	3	4	3	4	4	4	3	3	3	3	15	19	18	28	35	31
Customer Services	2	2	3	2	3	4	2	2	4	0	1	3	11	12	15	18	21	29
Social care/L&A	0	2	3	0	4	4	0	0	4	0	3	3	0	25	24	0	33	38