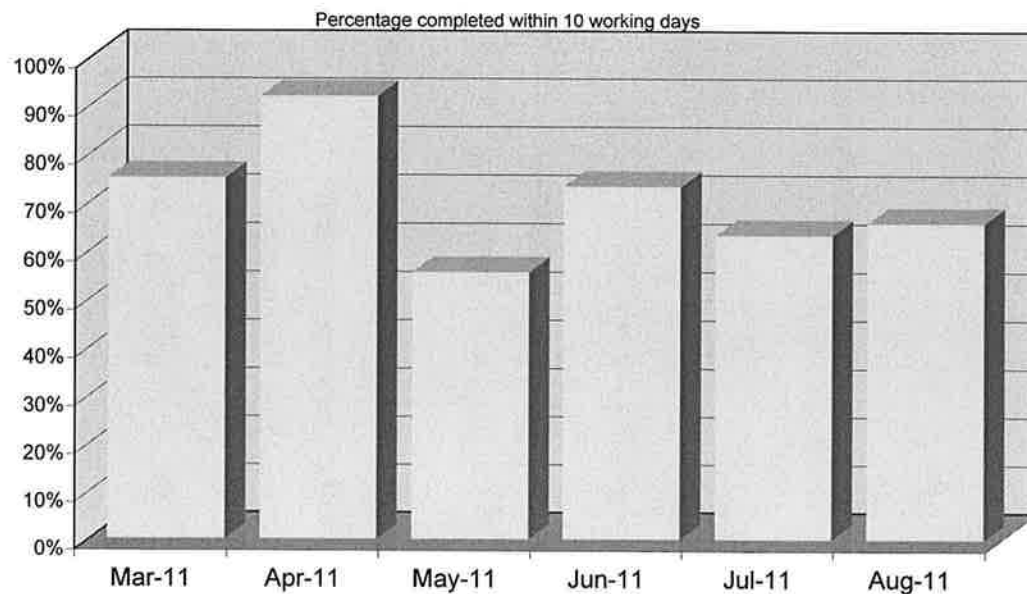


	Mar-11			Apr-11			May-11			Jun-11			Jul-11			Aug-11		
	Number logged	completed in 10 days	%age completed in 10 days	Number logged	completed in 10 days	%age completed in 10 days	Number logged	completed in 10 days	%age completed in 10 days	Number logged	completed in 10 days	%age completed in 10 days	Number logged	completed in 10 days	%age completed in 10 days	Number logged	completed in 10 days	%age completed in 10 days
Adult Social Care Asset Management Building Learning Futures	1	1	100%				1	0	0%	1		0%	2	2	100%	1	1	100%
Children & Young Peoples Services Communications	3	1	33%				1	1	100%	1	1	100%						
Culture & Leisure Customer Services Democratic Services	14	14	100%	7	7	100%	1	1	100%	1	1	100%	7	3	43%	1	0	0%
Development & Building Control Finance	18	15	83%	12	11	92%	8	7	88%	2	2	100%	17	14	82%	9	5	56%
Housing & Public Protection Internal Shared Services Learning & Achievement Legal Services	4	1	25%	2	1	50%	18	10	56%	17	12	71%	4	2	50%	17	15	88%
Regeneration & Strategic Planning StreetCare	4	1	25%	2	1	50%	5	1	20%	1	1	100%	4	2	50%	4	2	50%
							1		0%	1		0%						
	5	3	60%	6	6	100%	14	4	29%	8	4	50%	16	5	31%	21	13	62%
	3	1	33%	2	2	100%	3	2	67%	3	3	100%	1	1	100%	1	0	0%
	1	1	100%	1	1	100%	1	0	0%	1	1	100%						
Total complaints completed within 10 days		54			46			45			33			50			52	
Total No of Complaints Logged		72			50			81			45			79			79	
% completed within 10 days		75%			92%			56%			73%			63%			66%	



**Corporate Complaints Stats
April 2011**

Date of report: 24 May 2011

Outcome blank

Service Area	Complaint area	Work Days			Complaint Outcome	Status
		Open	SR No.	SR Date		
Legal & Democratic Services	Committee Administration and Member Support: Legal & Democratic	1	1092872	08-Apr-11		Closed
Learning & Achievement	Education/Schools: Learning & Achievement	1	1096428	20-Apr-11		Closed
Learning & Achievement	Education/Schools: Learning & Achievement	2	1095924	18-Apr-11		Closed
Housing & Public Protection	Trading Standards: Housing & Public Protection	1	1096300	19-Apr-11		Closed
Housing & Public Protection	Environmental Health & Licensing: Housing & Public Protection	2	1093436	11-Apr-11		Closed
Culture & Leisure	Grounds Maintenance: Culture & Leisure	4	1098122	28-Apr-11		Closed
StreetCare	Highways & Street lighting: StreetCare	5	1094136	12-Apr-11		Closed
StreetCare	Highways & Street lighting: StreetCare	10	1094526	13-Apr-11		Closed
StreetCare	Highways & Street lighting: StreetCare	5	1092648	07-Apr-11		Closed
StreetCare	Highways & Street lighting: StreetCare	10	1089724	01-Apr-11		Closed
StreetCare	Highways & Street lighting: StreetCare	9	1089812	04-Apr-11		Closed
StreetCare	Waste & Recycling: StreetCare	1	1095702	18-Apr-11		Closed
StreetCare	Waste & Recycling: StreetCare	1	1097280	26-Apr-11		Closed
StreetCare	Waste & Recycling: StreetCare	1	1096456	20-Apr-11		Closed
StreetCare	Parking: StreetCare	10	1092512	07-Apr-11		Closed
Customer Services	Council Tax/Revenues: Customer Services	4	1095142	15-Apr-11		Closed
Customer Services	Langtons & Registration: Customer Services	2	1092322	07-Apr-11		Closed
Customer Services	Langtons & Registration: Customer Services	10	1091762	05-Apr-11		Closed

Corporate Complaints Stats May 2011

Date of report: 21st June 2011

Outcome blank

Service Area	Complaint area	SR No.	SR Date	Work Days		Complaint Outcome	Status
				Open			
Communications	Communications/Living in Havering: Communications	1106316	24-May-11	9		Closed	
Culture & Leisure	Grounds Maintenance: Culture & Leisure	1105986	31-May-11	1		Closed	
Culture & Leisure	Parks: Culture & Leisure	1103436	18-May-11	8		Closed	
Customer Services	Benefit Street Name F-Z: Customer Services	1103838	19-May-11	11		Closed	
Customer Services	Benefit Street Name F-Z: Customer Services	1103954	20-May-11	2		Closed	
Customer Services	Langtons & Registration: Customer Services	1105448	27-May-11	10		Closed	
Customer Services	Langtons & Registration: Customer Services	1103222	17-May-11	17		Closed	
Customer Services	Langtons & Registration: Customer Services	1099334	04-May-11	5		Closed	
Development & Building Control	Planning Control & Enforcement: Development & Building Control	1099000	03-May-11	18		Closed	
Development & Building Control	Planning Control & Enforcement: Development & Building Control	1098962	03-May-11	7		Closed	
Development & Building Control	Planning Control & Enforcement: Development & Building Control	1102120	13-May-11	13		Closed	
Housing & Public Protection	Housing Services: Housing & Public Protection	1098822	03-May-11	7		Closed	
Housing & Public Protection	Housing Services: Housing & Public Protection	1099558	05-May-11	29		Closed	
Housing & Public Protection	Trading Standards: Housing & Public Protection	1102982	17-May-11	3		Closed	
Learning & Achievement	Education/Schools: Learning & Achievement	1106344	31-May-11	4		Closed	
Learning & Achievement	Education/Schools: Learning & Achievement	1103870	20-May-11	11		Closed	
Learning & Achievement	Education/Schools: Learning & Achievement	1105050	25-May-11	4		Closed	
StreetCare	Highways & Street lighting: StreetCare	1103136	17-May-11	11		Closed	
StreetCare	Highways & Street lighting: StreetCare	1102918	17-May-11	11		Closed	
StreetCare	Highways & Street lighting: StreetCare	1102298	13-May-11	12		Closed	
StreetCare	Highways & Street lighting: StreetCare	1103998	20-May-11	11		Closed	
StreetCare	Highways & Street lighting: StreetCare	1102934	17-May-11	6		Closed	
StreetCare	Parking: StreetCare	1103088	17-May-11	12		Closed	
StreetCare	Street Cleansing & Trees: StreetCare	1100664	09-May-11	14		Closed	
StreetCare	Street Cleansing & Trees: StreetCare	1100074	06-May-11	6		Closed	
StreetCare	Waste & Recycling: StreetCare	1104966	25-May-11	4		Closed	
StreetCare	Waste & Recycling: StreetCare	1103836	19-May-11	8		Closed	

**Corporate Complaints Stats
June 2011**

Date of report: 25th July 2011

Outcome blank

Service Area	Complaint area	SR No.	SR Date	Work Days		Complaint Outcome	Status
				Open			
Customer Services	Call Centre: Customer Services	1107060	06-Jun-11	10		Closed	
Communications	Communications/Living in Havering: Communications	1108612	14-Jun-11	10		Closed	
Customer Services	Council Tax/Revenues: Customer Services	1108816	15-Jun-11	3		Closed	
Customer Services	Council Tax/Revenues: Customer Services	1106230	01-Jun-11	11		Closed	
Learning & Achievement	Education/Schools: Learning & Achievement	1108794	15-Jun-11	6		Closed	
Learning & Achievement	Education/Schools: Learning & Achievement	1107934	10-Jun-11	2		Closed	
Housing & Public Protection	Environmental Health & Licensing: Housing & Public Protection	1110276	22-Jun-11	8		Closed	
Housing & Public Protection	Environmental Health & Licensing: Housing & Public Protection	1109652	20-Jun-11	7		Closed	
Culture & Leisure	Grounds Maintenance: Culture & Leisure	1107736	09-Jun-11	1		Closed	
StreetCare	Highways & Street lighting: StreetCare	1107360	07-Jun-11	10		Closed	
StreetCare	Highways & Street lighting: StreetCare	1109076	16-Jun-11	9		Closed	
Housing & Public Protection	Housing Services: Housing & Public Protection	1109510	20-Jun-11	1		Closed	
Finance and Commerce	Human Resources: Finance and Commerce	1106082	01-Jun-11	13		Closed	
Customer Services	Langtons & Registration: Customer Services	1107928	10-Jun-11	6		Closed	
Customer Services	Langtons & Registration: Customer Services	1107104	06-Jun-11	13		Closed	
Customer Services	Langtons & Registration: Customer Services	1108922	15-Jun-11	6		Closed	
Legal & Democratic Services	Legal Services: Legal & Democratic Services	1106372	02-Jun-11	4		Closed	
Asset Management	Strategic Property Services: Asset Management	1106558	02-Jun-11	19		Closed	
Customer Services	Sundry Debts/Income: Customer Services	1106544	02-Jun-11	15		Closed	
StreetCare	Waste & Recycling: StreetCare	1107300	07-Jun-11	10		Closed	
StreetCare	Waste & Recycling: StreetCare	1109820	21-Jun-11	6		Closed	

Corporate Complaints Stats**April 2011**

Date of report: 24 May 2011

Completed over 10 days

Service Area	Complaint Area	SR Date	SR Number	Work Days Open	Reason for delay	Summary
StreetCare	Parking: StreetCare	08-Apr-11	1092996	11		Delay in receiving new Blue Badge

Completed over 10 days

Service Area	Complaint Area	SR Date	SR Number	Work Days		Reason for delay	Summary
				Open			
Culture & Leisure	Libraries: Culture & Leisure	12-May-11	1101788	13		No notifications received in workflow Original response sent 3/6 so should have been closed at that time. Further emails recd since have been responded to	Library book fine
Customer Services	Council Tax/Revenues: Customer Services	31-May-11	1105992	11			Council Tax
Customer Services	Langtons & Registration: Customer Services	17-May-11	1103222	17			Death Registration
Customer Services	Council Tax/Revenues: Customer Services	23-May-11	1104378	16		CRM system didn't generate complaint emails	re council tax
Customer Services	Benefit Street Name F-Z: Customer Services	13-May-11	1102286	12			Time taken to deal with claim
Customer Services	PASC: Customer Services	17-May-11	1103144	13			Parking Permit
Customer Services	Council Tax/Revenues: Customer Services	19-May-11	1103782	18			Direct Debit Guarantee Letter
Customer Services	Call Centre: Customer Services	19-May-11	1103798	13			Council Tax
Customer Services	Benefit Street Name F-Z: Customer Services	19-May-11	1103838	11			Complaint Letter re: Benefits
Development & Building Control	Planning Control & Enforcement:	31-May-11	1105972	14		Away from office	P0164.11 Warwick Road
Development & Building Control	Development & Building Control	03-May-11	1099000	18			Planning Application P1588.10
Development & Building Control	Planning Control & Enforcement:	13-May-11	1102120	13			Planning issues
Housing & Public Protection	Development & Building Control	05-May-11	1099558	29			Homeless Application
Learning & Achievement	Housing Services: Housing & Public Protection	20-May-11	1103870	11			Lack of response
StreetCare	Education/Schools: Learning & Achievement	09-May-11	1100664	14			Havering employee
StreetCare	Street Cleansing & Trees: StreetCare	05-May-11	1099742	12			Dangerous Parking of Smart Car
StreetCare	Parking: StreetCare	17-May-11	1103088	12			Vistors Parking Permit
StreetCare	Parking: StreetCare	20-May-11	1103998	11			Injury
StreetCare	Highways & Street lighting: StreetCare	17-May-11	1103136	11			Raised zebra crossing
StreetCare	Highways & Street lighting: StreetCare	17-May-11	1102918	11			Personal injury
StreetCare	Highways & Street lighting: StreetCare	04-May-11	1099816	15			Re: behaviour of Civil Enforcement Officer
StreetCare	Parking: StreetCare	13-May-11	1102298	12			Driving across a pavement

Corporate Complaints Stats

June 2011

Date of report: 25th July 2011

Completed over 10 days

Service Area	Complaint Area	SR Date	SR Number	Work Days		Summary
				Open	Reason for delay	
Asset Management	Strategic Property Services: Asset Management	02-Jun-11	1106558	19		noise in market place
Customer Services	Langtons & Registration: Customer Services	06-Jun-11	1107104	13		re Registrars Department
Customer Services	Sundry Debts/Income: Customer Services	02-Jun-11	1106544	15		Housing Benefits issues
Customer Services	Council Tax/Revenues: Customer Services	06-Jun-11	1106822	17		Council Tax
Customer Services	Non Domestic Rates: Customer Services	15-Jun-11	1108752	11		Business Rates
Customer Services	Council Tax/Revenues: Customer Services	01-Jun-11	1106230	11		Council Tax arrears £34 A/c no 530313757
Finance and Commerce	Human Resources: Finance and Commerce	01-Jun-11	1106082	13		HR/Performance
Housing & Public Protection	Housing Services: Housing & Public Protection	02-Jun-11	1106482	33	staff issues	Customer Services
Housing & Public Protection	Housing Services: Housing & Public Protection	20-Jun-11	1109508	12		Housing issue
Housing & Public Protection	Housing Services: Housing & Public Protection	07-Jun-11	1107374	14	staffing issues	No response to letters
StreetCare	Parking: StreetCare	02-Jun-11	1106376	11	under investigation	Car Parking - Closing of Barriers

Corporate Complaints Stats

July 2011

Date of report: 02 September 2011

Completed over 10 days

Service Area	Regarding Service	Start Date	End Date	Work Days		Case Number	Stage	Complaint Reason	Method of Contact	Summary
				Open						
Culture & Leisure	Libraries	18/07/11	01/08/11	11		ENQ-0002862	Stage 1	Policy Issue	Online	Online renewals
Culture & Leisure	Parks	20/07/11	03/08/11	11		ENQ-0003016	Stage 1	Policy Issue	Online	Cars entering and leaving Rafaels Park
Culture & Leisure	Parks	26/07/11	16/08/2011	16		ENQ-0003473	Stage 1	Attitude of Staff	Email	Attitude of Park Protection Officer not happy the council tax dept communication
Customer Services	Council tax and Benefits	14/07/11	28/07/11	11		ENQ-0002649	Stage 1	Service Failure	Telephone	
Customer Services	Council tax and Benefits	14/07/11	02/08/2011	14		ENQ-0002692	Stage 1	Council is Unreasonable	Telephone	Council Tax Summons and staff
Customer Services	Council tax and Benefits	19/07/11	08/08/11	15		ENQ-0002939	Stage 1	Service Failure	Telephone	receiving a council tax bill for 11 years ago Planning Application P0216.10 - 36 Upper Rainham Road
Development & Building Control	Planning & Building Control	19/07/11	02/08/11	11		ENQ-0002935	Stage 1	Quality of Service	Letter	Committal of remains delayed through administrative error
Housing & Public Protection	Cemeteries & Crematorium	04/07/11	19/07/11	12		ENQ-0001864	Stage 1	Quality of Service	Telephone	Repair Grant for Council property
Housing & Public Protection	Housing	05/07/11	19/07/11	11		ENQ-0001903	Stage 1	Delay in Service	Letter	not being able to get through to psl dept
Housing & Public Protection	Housing	14/07/11	28/07/2011	11		ENQ-0002651	Stage 1	Quality of Service	Telephone	Housing
Housing & Public Protection	Housing	13/07/11	01/08/11	14		ENQ-0002582	Stage 1	Challenge Council decision	Online	Asked tign document without necessary support people present
Housing & Public Protection	Housing	19/07/11	10/08/2011	17		ENQ-0003004	Stage 1	Council is Unreasonable	Letter	Requesting review of housing decision
Housing & Public Protection	Housing	07/07/11	02/08/2011	19		ENQ-0002124	Stage 1	Challenge Council decision	Email	request response to application for a housing transfer.
Housing & Public Protection	Housing	14/07/11	10/08/2011	20		ENQ-0002645	Stage 1	Enquiry Response (No or Slow Response)	Letter	Streetcare
StreetCare	Highways & Street lighting	26/07/11	08/08/2011	10		ENQ-0003545	Stage 1	Delay in Service	Online	
StreetCare	Highways & Street lighting	28/07/11	16/08/2011	14		ENQ-0003806	Stage 1	Quality of Service	Telephone	work done on property without prior notice Footway Parking Signage requested & CCTV car attendance
StreetCare	Highways & Street lighting	14/07/11	03/08/11	15		ENQ-0002625	Stage 1	Policy Issue	Letter	Deteriorating of road
StreetCare	Highways & Street lighting	12/07/11	03/08/11	17		ENQ-0002423	Stage 1	Quality of Service	Letter	Condition of road surface
StreetCare	Highways & Street lighting	21/07/11	15/08/2011	18		ENQ-0003235	Stage 1	Quality of Service	Online	
StreetCare	Parking	11/07/11	25/07/11	11		ENQ-0002308	Stage 1	Enquiry Response (No or Slow Response)	Email	Lack of response
StreetCare	Parking	19/07/11	08/08/2011	15		ENQ-0002891	Stage 1	Policy Issue	Email	Visitor Permits
StreetCare	Parking	18/07/11	08/08/2011	16		ENQ-0002851	Stage 1	Policy Issue	Complaints Form	Parking
StreetCare	Parking	11/07/11	05/08/2011	20		ENQ-0002304	Stage 1	Delay in Service	Email	Lack of response to complaint

**Corporate Complaints Stats
August 2011**

Date of report: 21 September 2011

Stage 1 and Stage 2

Completed over 10 days

Service Area	Regarding Service	Stage 1 Start Date	Stage 1 End Date	Work Days Open	Case Number	Stage	Complaint Reason	Method of Contact	Summary
Communications	Communications	31/08/11	14/09/11	11	ENQ-0006752	Stage 1	Service Failure	Telephone	informaton via website, Living, Councillor allowances and Election results
Culture & Leisure	Libraries	25/08/11	08/09/11	11	ENQ-0006138	Stage 1	Policy Issue	Email	Library Book Fine
Culture & Leisure	Parks	25/08/11	19/09/11	18	ENQ-0006099	Stage 1	Service Failure	Email	Harrow Lodge Park
Culture & Leisure	Parks	05/08/11	26/08/11	16	ENQ-0004378	Stage 2	Quality of Service	Telephone	noise from a council vehicle opening park
Culture & Leisure	Parks	01/08/11	21/09/11	38	ENQ-0004032	Stage 1	Attitude of Staff	Online	DANGEROUS COUNCIL DRIVER
Customer Services	Contact Centre	11/08/11	21/09/2011	30	ENQ-0004722	Stage 1	Quality of Service	Telephone	waiting time on s/care 11/08/2011
Customer Services	Langtons & Registration	02/08/11	16/08/11	11	ENQ-0004106	Stage 1	Attitude of Staff	Complaints Form	Attitude of staff Building Control Issues - 118 Squirrels Heath Road
Development & Building Control	Planning & Building Control	08/08/11	09/09/11	25	ENQ-0004495	Stage 1	Service Failure	Letter	Unable to access the Book of Remembrance in Romford Cemetery
Housing & Public Protection	Cemeteries & Crematorium	24/08/11	07/09/11	11	ENQ-0005988	Stage 1	Unable to access Service	Letter	Claims case has been mishandled on numerous occasions
Housing & Public Protection	Housing	02/08/11	18/08/11	13	ENQ-0004173	Stage 1	Quality of Service	Letter	homes for havering not calling back
Housing & Public Protection	Housing	04/08/11	23/08/11	14	ENQ-0004319	Stage 1	Quality of Service	Telephone	Housing Application - Allocation
Housing & Public Protection	Housing	04/08/11	25/08/2011	16	ENQ-0004343	Stage 1	Attitude of Staff	Email	concerned over council garages being handed over to developers
Housing & Public Protection	Housing	08/08/11	01/09/11	19	ENQ-0004458	Stage 1	Council is Unreasonable	Telephone	Contesting decision by housing department to refuse mutual exchange
Housing & Public Protection	Housing	02/08/11	26/08/11	19	ENQ-0004171	Stage 2	Council is Unreasonable	Letter	
Housing & Public Protection	Housing	02/08/11	26/08/11	19	ENQ-0004073	Stage 1	Enquiry Response (No or Slow Response)	Complaints Form	Vacant Property
StreetCare	Highways & Street lighting	24/08/11	08/09/11	12	ENQ-0006029	Stage 1	Challenge Council decision	Telephone	Paving Slab Dispute
StreetCare	Highways & Street lighting	23/08/11	16/09/11	19	ENQ-0005947	Stage 1	Quality of Service	Telephone	new width restriction in Victoria Road too narrow
StreetCare	Parking	24/08/11	19/09/2011	19	ENQ-0006039	Stage 1	Delay in Service	Telephone	Delay in Parking Fine Refund
StreetCare	Parking	11/08/11	15/09/2011	26	ENQ-0004797	Stage 1	Attitude of Staff	Email	Complaint re CEO HG200
StreetCare	Street Cleansing & Trees	08/08/11	22/08/11	11	ENQ-0004454	Stage 1	Service Failure	Telephone	Overhanging Tree Branch
StreetCare	Street Cleansing & Trees	15/08/11	16/09/11	25	ENQ-0005006	Stage 1	Service Failure	Online	Street sweeping

Corporate Complaints Stats

April 2011

Date of report: 24 May 2011

Outstanding over 10 days

Service Area	Complaint Area	SR Date	SR Number	Work Days		Summary
				Open	Reason for delay	
Development & Building Control	Planning Control & Enforcement: Developmer	07-Apr-11	1092628	29		Complaint regarding Planning, Environmental Health, Building Regulation Breaches, Gas Safety, Food Safety, & Environmental determinants of health
StreetCare	Highways & Street lighting: StreetCare	12-Apr-11	1093964	26		Insurance issue
Customer Services	Langtons & Registration: Customer Services	27-Apr-11	1097582	17		Registration of birth

Corporate Complaints Stats

May 2011

Date of report: 21st June 2011

Outstanding over 10 days

Service Area	Complaint Area	SR Date	SR Number	Work Days		Summary
				Open	Reason for delay	
Asset Management	Transport Services: Asset Management	13-May-11	1102262	26		Pick up and drop off point
Development & Building Control	Planning Control & Enforcement: Developmer	11-May-11	1101434	28		Planning Application P0204.11 - 22 River Drive
Housing & Public Protection	Housing Services: Housing & Public Protector	04-May-11	1099216	33		Complaint about PSL
Housing & Public Protection	Housing Services: Housing & Public Protector	11-May-11	1101416	28		Re-housing request
Housing & Public Protection	Housing Services: Housing & Public Protector	13-May-11	1102092	26		Housing Needs
Housing & Public Protection	Housing Services: Housing & Public Protector	17-May-11	1103064	24		Vacant property
Housing & Public Protection	Housing Services: Housing & Public Protector	17-May-11	1103158	24		Housing Application
Housing & Public Protection	Housing Services: Housing & Public Protector	19-May-11	1103606	22		Council property
Housing & Public Protection	Housing Services: Housing & Public Protector	19-May-11	1103828	22		PSL flat above her property which is leaking
Housing & Public Protection	Housing Services: Housing & Public Protector	24-May-11	1104756	19		Staff member not returning calls
Housing & Public Protection	Housing Services: Housing & Public Protector	25-May-11	1104802	18		Housing Application
Legal & Democratic Services	Legal Services: Legal & Democratic Services	27-May-11	1105616	16		Councillor Peter Gardner and "Special Relationships"
StreetCare	Highways & Street lighting: StreetCare	11-May-11	1101378	28		Uneven Paving Slabs
StreetCare	Highways & Street lighting: StreetCare	12-May-11	1101818	27		Accident relating to open manhole

Corporate Complaints Stats
June 2011

Date of report: 25th July 2011

Outstanding over 10 days

Service Area	Complaint Area	SR Date	SR Number	Work Days Open	Reason for delay	Summary
Housing & Public Protection	Housing Services: Housing & Public Protection	16-Jun-11	1109220	27		Allocation issues

Corporate Complaints Stats**July 2011**

Date of report: 02 September 2011

Outstanding over 10 days

Service Area	Regarding Service	Start Date	Case Number	Stage	Complaint Reason	Method of Contact	Summary	Complaint Status
Culture & Leisure	Grounds Maintenance	22/07/11	ENQ-0003303	Stage 1	Quality of Service Enquiry Response (No or Slow Response)	Telephone	damage to wall when grass was cut by s/care.	Open
Development & Building Control	Planning & Building Control	28/07/11	ENQ-0003802	Stage 1	Enquiry Response (No or Slow Response)	Email	COMPLAINT RE LACK OF RESPONSE/DELAY	Open
Housing & Public Protection	Housing	14/07/11	ENQ-0002642	Stage 1	Enquiry Response	Letter	lackof response to request for a housing transfer	Open
Housing & Public Protection	Housing	25/07/11	ENQ-0003332	Stage 1	Quality of Service	Email	Dissatisfaction with service from the Housing PSL team	Open
Housing & Public Protection	Housing	21/07/11	ENQ-0003252	Stage 1	Service Failure	Letter	Unhappy with response from careline	Open
StreetCare	Highways & Street lighting	21/07/11	ENQ-0003232	Stage 1	Enquiry Response (No or Slow Response)	Online	Vehicle Crossing Application	Stage 1 - IO Assigned

**Corporate Complaints Stats
August 2011**

Date of report: 21 September 2011

Stage 1 and Stage2

Outstanding over 10 days

Service Area	Regarding Service	Stage 1			Complaint Reason	Method of Contact	Summary	Complaint Status
		Start Date	Case Number	Stage				
Development & Building Control	Planning & Building Control	22/08/11	ENQ-0005733	Stage 1	Service Failure	Email	Planning Inforcement & Environmental Health issues	Open
Housing & Public Protection	Housing	23/08/11	ENQ-0005930	Stage 1	Council is Unreasonable	Letter	Unhappy with offer of temporary accommodation (hostel)	Open
Learning & Achievement	Education & Schools	26/08/11	ENQ-0006258	Stage 1	Policy Issue	Online	Education	Open
StreetCare	Parking	16/08/11	ENQ-0005068	Stage 1	Council is Unreasonable	Online	Parking disc increase	Open
StreetCare	Parking	16/08/11	ENQ-0005071	Stage 1	Council is Unreasonable	Online	Visitor permits	Open
StreetCare	Parking	17/08/11	ENQ-0005269	Stage 1	Policy Issue	Online	Driving on a pavement as a shortcut	Open

Corporate Complaints Stats

April 2011

Date of report: 24 May 2011

Changed to not a complaint

Service Area	Complaint Area	SR Date	SR Number	Status	Work Days Open	Reason changed	Complaint Outcome	Summary
Customer Services	Council Tax/Revenues: Customer Services	05-Apr-11	1091732	Closed	6	Service Request	Not a Corporate Complaint	Council Tax notification
Housing & Public Protection	Environmental Health & Licensing: Housing & F	19-Apr-11	1096248	Closed	4	Service Request		Noise Disturbance
Housing & Public Protection	Environmental Health & Licensing: Housing & F	15-Apr-11	1095100	Closed	6	Service Request		Noise Disturbance
Housing & Public Protection	Environmental Health & Licensing: Housing & F	04-Apr-11	1089972	Closed	2	Service Request	Not a Corporate Complaint	Noise in Market Place
Housing & Public Protection	Environmental Health & Licensing: Housing & F	15-Apr-11	1095110	Closed	6	Service Request		The Durham Arms Public House
Housing & Public Protection	Environmental Health & Licensing: Housing & F	21-Apr-11	1096828	Closed	2	Service Request		Vandalism to Main Entrance Glass Halal Stall outside closed pub (at the junction of South Street & Brentwood Road) has re-opened and is trading o/s designated area.
Housing & Public Protection	Environmental Health & Licensing: Housing & F	19-Apr-11	1096370	Closed	4	Service Request		Incorrect rent payments
Housing & Public Protection	Housing Services: Housing & Public Protection	06-Apr-11	1092072	Closed	1	Service Request	Not a Corporate Complaint	Issue addressed and resolved
StreetCare	Highways & Street lighting: StreetCare	13-Apr-11	1094312	Closed	6	Non Council Government Legislation /		Roneo Corner traffic management
StreetCare	Parking: StreetCare	14-Apr-11	1094768	Closed	1	Statutory Procedure Government Legislation /	Not a Corporate Complaint	Penalty Charge Notice
StreetCare	Parking: StreetCare	04-Apr-11	1089942	Closed	9	Statutory Procedure Government Legislation /	Not a Corporate Complaint	Penalty Charge Notice
StreetCare	Parking: StreetCare	27-Apr-11	1097668	Closed	6	Statutory Procedure	Issue addressed and resolved	about blue badge department

**Corporate Complaints Stats
May 2011**

Date of report: 21st June 2011

Changed to not a complaint

Service Area	Complaint Area	SR Date	SR Number	Status	Work Days Open	Reason changed	Complaint Outcome	Summary
Customer Services	Benefit Street Name F-Z: Customer	18-May-11	1103364	Closed	1	Government Legislation /		Abundant Life re: Mr S Joao
StreetCare	Highways & Street lighting: StreetC	20-May-11	1104066	Closed	11	Statutory Procedure Service Request	Not a Corporate Complaint	Dangerous skip
StreetCare	Highways & Street lighting: StreetC	25-May-11	1104952	Closed	5	LBH Policy	Not a Corporate Complaint	poor council workmanship of installing a new
StreetCare	Highways & Street lighting: StreetC	13-May-11	1102256	Closed	12	Service Request	Not a Corporate Complaint	lamppost outside my house
StreetCare	Parking: StreetCare	09-May-11	1100336	Closed	2	LBH Policy	Not a Corporate Complaint	Pothole damage to vehicle
StreetCare	Parking: StreetCare	09-May-11	1100398	Closed	2	Service Request	No action required	Parking Disc Unresolved complaint
StreetCare	Parking: StreetCare	03-May-11	1098942	Closed	21	Government Legislation / Statutory Procedure	No action required	complaint about Civil Enforcement Officer HG425
StreetCare	Parking: StreetCare	18-May-11	1103374	Closed	1	Government Legislation / Statutory Procedure	Not a Corporate Complaint	Penalty Charge Notice HG22534504

**Corporate Complaints Stats
June 2011**

Date of report: 25th July 2011

Changed to not a complaint

Service Area	Complaint Area	SR Date	SR Number	Status	Work Days Open	Reason changed	Complaint Outcome	Summary
StreetCare	Highways & Street lighting: StreetC	17-Jun-11	1109304	Closed	4	Service Request	Not a Corporate Complaint	Footpath conditions
Housing & Public Protection	Housing Services: Housing & Public	20-Jun-11	1109514	Closed	6	Service Request		Hosuing issue
StreetCare	Parking: StreetCare	14-Jun-11	1108380	Closed	1	Government Legislation / Statutory Procedure	Not a Corporate Complaint	Failure to provide a request for information
StreetCare	Parking: StreetCare	14-Jun-11	1108400	Closed	1	Government Legislation / Statutory Procedure	Not a Corporate Complaint	PCN Appeal
StreetCare	Parking: StreetCare	01-Jun-11	1106188	Closed	6	Government Legislation / Statutory Procedure	Not a Corporate Complaint	Parking Ticket
StreetCare	Parking: StreetCare	07-Jun-11	1107350	Closed	2	Statutory Procedure	Not a Corporate Complaint	Penalty Charge Notice
StreetCare	Parking: StreetCare	15-Jun-11	1108746	Closed	1	Service Request	Issue addressed and resolve	Illegal Driving/Parking of a Motor Vehicle
StreetCare	Parking: StreetCare	08-Jun-11	1107548	Closed	1	Service Request	Issue addressed and resolve	Parking Enforcement
Development & Building Control	Planning Control & Enforcement: D	06-Jun-11	1107110	Closed	1	Service Request		Planning Application
Development & Building Control	Planning Control & Enforcement: D	16-Jun-11	1109106	Closed	1	LBH Policy		Planning permission
Finance and Commerce	Financial Services	16-JUN-2011	1109242	Closed	8	LBH Policy	Not a Corporate Complaint	I Pads for council workers
Finance and Commerce	Financial Services	14-JUN-2011	1108408	Closed	11	LBH Policy	Not a Corporate Complaint	ipads
Finance and Commerce	Financial Services	02-JUN-2011	1106374	Closed	19	LBH Policy	Not a Corporate Complaint	Payment of Travel Expenses

**Corporate Complaints Stats
July 2011**

Date of report: 02 September 2011

Changed to not a complaint

Service Area (Complaint)	Regarding Service	Case Number	Outside Corporate Complaint - Authorised	Outside Of Corporate Complaints Policy?	Reason why outside corporate complaint	Stage	Start Date	End Date	Summary
Culture & Leisure	Parks	ENQ-0002331	Authorised	Yes	Non Council	Stage 1	11/07/11		Damage to fencing
Housing & Public Protection	Housing	ENQ-0002338	Authorised	Yes	Government Legislation / Statutory Procedure	Stage 1	11/07/11		Lack of assistance
Housing & Public Protection	Housing	ENQ-0002438	Authorised	Yes	Service Request	Stage 1	12/07/11		Out of hours phone centre
Housing & Public Protection	Housing	ENQ-0002468	Authorised	Yes	Government Legislation / Statutory Procedure	Stage 1	12/07/11		Housing difficulties
StreetCare	Parking	ENQ-0002893	Authorised	Yes	Service Request	Stage 1	19/07/11		Penalty Charge Notice
Development & Building Control	Planning & Building Control	ENQ-0002899	Authorised	Yes	Service Request	Stage 1	19/07/11		Unsafe and unsecure building site
StreetCare	Waste & Recycling	ENQ-0003319	Authorised	Yes	Service Request	Stage 1	25/07/11	27/07/11	Street Mechanics in Lindfield and Brosley Roads

August 2011

Date of report: 21 September 2011

Changed to not a complaint

Service Area	Regarding Service	Case Number	Outside Corporate Complaints Policy	Reason why outside Corporate complaints	Stage	Stage 1	Stage 1	Summary
						Start Date	End Date	
Adult Social Care	Adult Social Care	ENQ-0006295	Yes	Service Request	Stage 1	26/08/11	01/09/11	Disability Grant
Children & Young Peoples Services	Childrens Services	ENQ-0006762	Yes	Government Legislation / Statutory Procedure	Stage 1	31/08/11	01/09/11	Foster Care
Culture & Leisure	Parks	ENQ-0004144	Yes	Non Council	Stage 1	02/08/11		Removal of dog waste bins Pages Wood
Housing & Public Protection	Housing	ENQ-0004317	Yes	Non Council	Stage 1	04/08/11	16/09/11	homes for havering never contacting him back
Regeneration Policy & Planning	Regeneration	ENQ-0004940	Yes	Non Council	Stage 1	15/08/11		Syringe
StreetCare	Highways & Street lighting	ENQ-0004462	Yes	Service Request	Stage 1	08/08/11		Drains delay in restoring the white parking bays lines on the
StreetCare	Parking	ENQ-0005008	Yes	Service Request	Stage 1	15/08/11	22/08/11	highway after vehicle crossover installed
StreetCare	Parking	ENQ-0005231	Yes	Government Legislation / Statutory Procedure	Stage 1	17/08/11		Penalty Charge Notice Evidence
StreetCare	Parking	ENQ-0005483	Yes	Service Request	Stage 1	19/08/11		Parking Bays
StreetCare	Parking	ENQ-0006292	Yes	Government Legislation / Statutory Procedure	Stage 1	26/08/11		PCN
StreetCare	Parking	ENQ-0006420	Yes	Government Legislation / Statutory Procedure	Stage 1	30/08/11		disputing 2 parking tickets issued in 2008
StreetCare	Waste & Recycling	ENQ-0004428	Yes	Non Council	Stage 1	05/08/11		Attitude of staff
StreetCare	Highways & Street lighting	ENQ-0005219	Yes	Non Council	Stage 1	17/08/11		Car Park Lighting