

Service Area	Complaints Received 2013/2014	Complaints Received 2012/2013
Waste & Recycling	1026	339
Highway Operations	291	212
Council Tax Business Rates & Billing	155	160
Development Management	129	109
Adult Services	109 <sup>1</sup>	136
Children's Services	87 <sup>2</sup>	91 <sup>3</sup>
Customer Services	82	51
Leisure	57	70
Housing Benefits	51	32
Parking Enforcement	50	26
Grounds Maintenance	42	27
Transport	28	42
Environmental Protection	21	13
Library & Cultural Services	17	24
Mixed Service Area	12	5
Communications & PR	10	3
Assets	10	3
Democratic Services	10	8
Housing	9	10
Education Complaints	9	16
Bereavement	6	1
Building Control	3	0
Green Spaces	3	3
Legal Services	3	0
Community Safety	2	0
Licensing	2	9
Spatial Planning	2	1
Public Toilets	1	0
Land Charges	1	2
HR	1	1
ICT	1	0
Transformation	1	0
Highways Strategy	0	7
Visitor Economy incl. Tatton Park	0	0
Regeneration & Economic Development	0	3
Planning & Performance	0	3
Partnerships Business Manager	0	0

<sup>1</sup> Including 2 complaints not falling within the Adults Social Care complaints criteria

<sup>2</sup> Including 7 complaints not falling within the Children's Social Care complaints criteria

<sup>3</sup> Including 12 complaints not falling within the Children's Social Care complaints criteria

## APPENDIX 1a

## COMPLAINTS RECEIVED

<b>Internal Audit</b>	0	0
<b>Finance General</b>	0	3
<b>Procurement</b>	0	0
<b>Shared Services</b>	0	1
<b>Total Complaints</b>	<b>2231</b>	<b>1411</b>