

## Appendix 1a - Complaints

Service Area	Complaints Received 2014 / 2015	Complaints Received 2013 / 2014	Complaints Received 2012 / 2013
Waste & Recycling (Ansa)	235	1026	339
Highway Operations	227	291	212
Council Tax Business Rates & Billing	208	155	160
Development Management	177	129	109
Adult Services	100	109	136
Children's Services	100	87	91
Housing Benefits	74	51	32
Customer Services	47	82	51
Parking Enforcement	35	50	26
Grounds Maintenance (Ansa)	29	42	27
Transport (TSS)	29	28	42
Democratic Services	24	10	8
Licensing	24	2	9
Environmental Protection	23	21	13
Education Complaints	12	9	16
Library & Cultural Services	11	17	24
Street Cleansing (Ansa)	11	1	0
Housing	10	9	10
Assets	10	10	3
Community Safety	9	2	0
Mixed Service Area	8	12	5
Spatial Planning	5	2	1
Building Control	5	3	0
Bereavement (Orbitas)	4	6	1
Legal Services	4	3	0
Land Charges	4	1	2
HR	2	1	1
Leisure	2	57	70
Highways Strategy	1	0	7
Visitor Economy incl. Tatton Park	1	0	0
Regeneration & Economic Development	1	0	3
Finance General	1	0	3
Procurement	1	0	0
Internal Audit	1	0	0
Communications & PR	0	10	3
Green Spaces	0	3	3
ICT	0	1	0
Transformation	0	1	0
Planning & Performance	0	0	3
Partnerships Business Manager	0	0	0
Shared Services	0	0	1
<b>Total Complaints</b>	<b>1435</b>	<b>2231</b>	<b>1411</b>