

Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – 2012/13 and 2011/12

1. Complaints

Service Area	Number of Complaints Received 12/13	Number of Complaints Received 11/12
Waste & Recycling	339	588
Highways & Transportation	254	67
Council Tax & Business Rates	160	185
Development Management	109	119
Leisure Facilities (inc Development)	70	59
Customer Services (inc Web Site)	51	128
Housing Benefit Service	35	53
Other	29	22
Streetscape & Bereavement	28	17
Parking Enforcement	26	30
Children's (non-statutory complaints)	24	12
Library Services	24	11
Environmental Protection	13	10
Housing Strategy	10	7
Legal & Democratic Services	8	8
Regeneration	7	6
Spatial Planning, Building Control & Land Charges	3	17
Green Spaces	3	8
Assets	3	5
Cultural Facilities & Events, Arts Heritage	0	5
Adults (non-statutory complaints)	0	0
Total Corporate Complaints	1196	1369
Complaints to Adults Services	136	147
Complaints to Children's Services	79	92
GRAND TOTAL COMPLAINTS	1411	1608

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2. Compliments

Service Area	Number of Compliments Received 12/13	Number of Compliments Received 11/12
Highways & Transportation	27	2
Waste & Recycling	54	59
Council Tax & Business Rates	39	36
Leisure Facilities (inc Development)	4	4
Development Management	10	6
Customer Services (inc Web Site)	82	64
Housing Benefit Service	65	73
Other	2	1
Streetscape & Bereavement	101	7
Parking Enforcement	0	0
Children's	25	22
Library Services	16	12
Environmental Protection	0	0
Housing Strategy	0	2
Legal & Democratic Services	0	1
Regeneration	1	0
Spatial Planning, Building Control & Land Charges	2	4
Green Spaces	1	0
Assets	0	0
Cultural Facilities & Events, Arts Heritage	0	1
Adults	792	351
Total	1221	645

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3. Suggestions

Service Area	Number of Suggestions Received 12/13	Number of Suggestions Received 11/12
Highways & Transportation	9	5
Waste & Recycling	10	57
Council Tax & Business Rates	1	5
Leisure Facilities (inc Development)	6	4
Development Management	1	3
Customer Services (inc Web Site)	3	8
Housing Benefit Service	0	1
Other	1	1
Streetscape & Bereavement	2	2
Parking Enforcement	3	0
Children's	1	0
Library Services	1	1
Environmental Protection	0	2
Housing Strategy	0	0
Legal & Democratic Services	2	0
Regeneration	2	3
Spatial Planning, Building Control & Land Charges	0	0
Green Spaces	1	1
Assets	0	2
Cultural Facilities & Events, Arts Heritage	1	0
Adults	0	0
Total	44	95