

Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – April –September 2013, 2012/2013 and 2011/2012

1. Complaints

Service Area	Complaints Received April-Sept 2013 <i>Half Year</i>	Complaints Received 12/13	Complaints Received 11/12
Waste & Recycling	141	339	588
Highways & Transportation	154	254	67
Council Tax & Business Rates	101	160	185
Development Management	58	109	119
Leisure Facilities (inc Development)	35	70	59
Customer Services (inc Web Site)	38	51	128
Housing Benefit Service	26	35	53
Other	12	29	22
Streetscape & Bereavement	29	28	17
Parking Enforcement	30	26	30
Children's (non-statutory complaints)	11	24	12
Library Services	7	24	11
Environmental Protection/Licensing/T. Standards	21	13	10
Housing Strategy	4	10	7
Legal & Democratic Services	4	8	8
Regeneration	0	7	6
Spatial Planning, Building Control & Land Charges	3	3	17
Green Spaces	1	3	8
Assets	4	3	5
Cultural Facilities & Events, Arts Heritage	1	0	5
Adults (non-statutory complaints)	1	0	0
Total Corporate Complaints	681	1196	1369
Complaints to Adults Services	59	136	147
Complaints to Children's Services	43	79	92
TOTAL COMPLAINTS	783	1411	1608

Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – April –September 2013, 2012/2013 and 2011/2012

2. Compliments

Service Area	Compliments Received April-Sept 2013 <i>Half Year</i>	Compliments Received 12/13	Compliments Received 11/12
Highways & Transportation	27	27	2
Waste & Recycling	34	54	59
Council Tax & Business Rates	33	39	36
Leisure Facilities (inc Development)	2	4	4
Development Management	1	10	6
Customer Services (inc Web Site)	59	82	64
Housing Benefit Service	21	65	73
Other	0	2	1
Streetscape & Bereavement	33	101	7
Parking Enforcement	0	0	0
Children's	5	25	22
Library Services	6	16	12
Environmental Protection/Licensing/T. Standards	5	0	0
Housing Strategy	0	0	2
Legal & Democratic Services	0	0	1
Regeneration	0	1	0
Spatial Planning, Building Control & Land Charges	1	2	4
Green Spaces	0	1	0
Assets	0	0	0
Cultural Facilities & Events, Arts Heritage	0	0	1
Adults	361	792	351
TOTAL COMPLIMENTS	588	1221	645

Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – April –September 2013, 2012/2013 and 2011/2012

3. Suggestions

Service Area	Suggestions Received April-Sept 2013 <i>Half Year</i>	Suggestions Received 12/13	Suggestions Received 11/12
Highways & Transportation	3	9	5
Waste & Recycling	3	10	57
Council Tax & Business Rates	0	1	5
Leisure Facilities (inc Development)	2	6	4
Development Management	0	1	3
Customer Services (inc Web Site)	1	3	8
Housing Benefit Service	0	0	1
Other	0	1	1
Streetscape & Bereavement	0	2	2
Parking Enforcement	0	3	0
Children's	16	1	0
Library Services	0	1	1
Environmental Protection/Licensing/T. Standards	1	0	2
Housing Strategy	0	0	0
Legal & Democratic Services	0	2	0
Regeneration	0	2	3
Spatial Planning, Building Control & Land Charges	0	0	0
Green Spaces	0	1	1
Assets	0	0	2
Cultural Facilities & Events, Arts Heritage	0	1	0
Adults	9	0	0
TOTAL SUGGESTIONS	35	44	95