

COMPLAINTS RECEIVED

Appendix 1a

SERVICE AREA	Complaints Received 2015 / 2016	Complaints Received 2014 / 2015	Complaints Received 2013 / 2014	Complaints Received 2012 / 2013
Waste & Recycling	359	235	1026	339
Highway Operations	227	227	291	212
Council Tax Business Rates & Billing	240	208	155	160
Development Management	165	177	129	109
Adult Services	111	100	109	136
Children's Services	105	100	87	91
Housing Benefits	60	74	51	32
Customer Services	40	47	82	51
Parking Enforcement	31	35	50	26
Grounds Maintenance	21	29	42	27
Transport	39	29	28	42
Democratic Services	27	24	10	8
Licensing	4	24	2	9
Environmental Protection	15	23	21	13
Education Complaints	19	12	9	16
Library & Cultural Services	12	11	17	24
Street Cleansing	13	11	1	0
Housing	12	10	9	10
Assets	4	10	10	3
Community Safety	12	9	2	0
Mixed Service Area	5	8	12	5
Spatial Planning	0	5	2	1
Building Control	3	5	3	0
Bereavement	4	4	6	1
Legal Services	2	4	3	0
Land Charges	13	4	1	2
HR	1	2	1	1
Leisure	2	2	57	70
Highways Strategy	4	1	0	7
Visitor Economy incl. Tatton Park	1	1	0	0
Regeneration & Economic Development	0	1	0	3
Finance General	2	1	0	3
Procurement	1	1	0	0
Governance & Audit	2	1	0	0
Communications & PR	1	0	10	3
Green Spaces	6	0	3	3

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ICT	0	0	1	0
Transformation	0	0	1	0
Planning & Performance	0	0	0	3
Partnerships Business Manager	1	0	0	0
Engine of the North	1	0	0	0
Shared Services	0	0	0	1
TOTAL COMPLAINTS	1565	1435	2231	1411