

Feedback Received By Directorate			
	Comment	Complaint	Compliment
Planning	1	30	91
CPM	1	3	9
Corporate Strategy	0	1	5

## Key Complaints Data



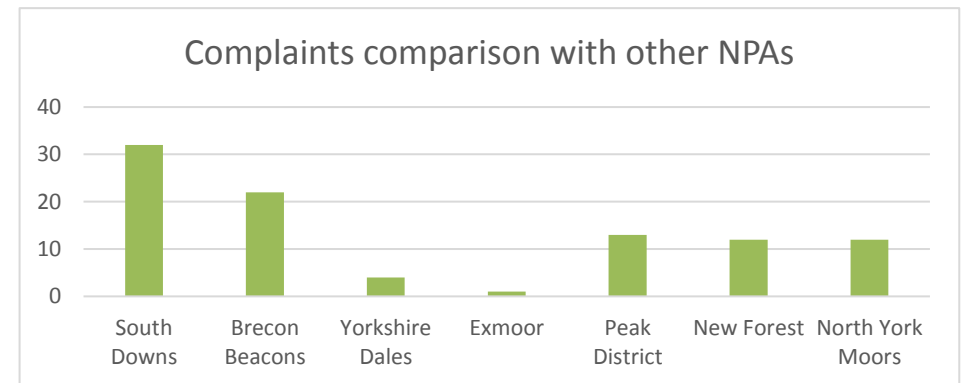
27 resolved at Stage 1  
1 resolved at Stage 2  
0 resolved at Stage 3  
6 referred to ombudsman



15 responded on time  
6 responded late  
16 unknown



Subjects include: delays in planning process, host authorities performance, information included on planning portal.



**As a result of complaints we have...** addressed specific issues raised and revised processes and procedures to prevent reoccurrences. Also we have continued monitoring non-compliance with SLA's and S101 agreements and logged and addressed issues with Host Authorities

## Conclusions

The complaints totals and trends remain consistent with previous years. Planning continues to be the area of the business most complained about. However the total number of complaints still represents a small percentage of the business transacted by this team, and given the nature of the work undertaken complaints will always be received in this area.

Following changes in staffing there is a need to improve complaints record keeping and ensure that our own internal processes are followed. Whilst all complaints have continued to be dealt with it appears that the quality of our record keeping has declined over the last year and this will be the focus for improvement, using new E-learning system introduced by the authority, as a key tool to drive improvement in recording and responding to complaints.

