

Complaints, Comments and Compliments Summary 2019/20

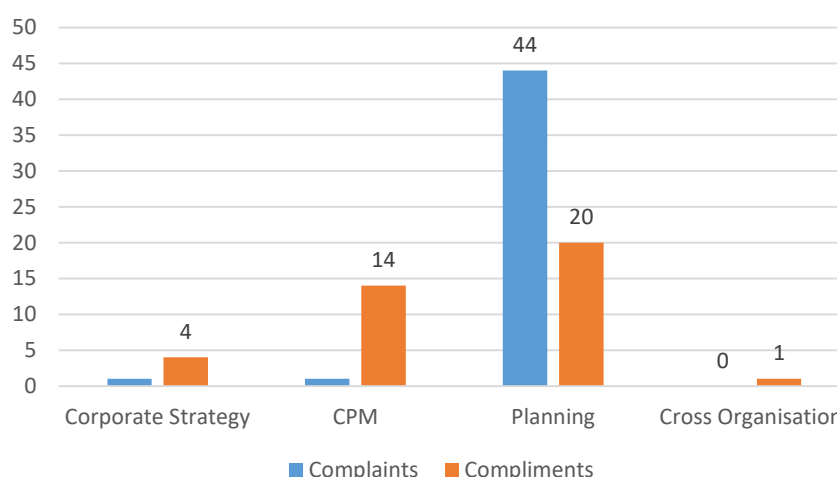
The number of complaints received in 2019/20 has shown a slight increase on the 2018/19 data; with all but two complaints made relating to Planning. Note that the total number of complaints continues to represent a very small percentage of the business transacted by the planning team, and it is worth noting that the Planning team received the greatest number of compliments during this period.

The number of complaints per determined planning application continues to be strong when compared with data received from other National Parks at 0.84% complaints per 100 applications.

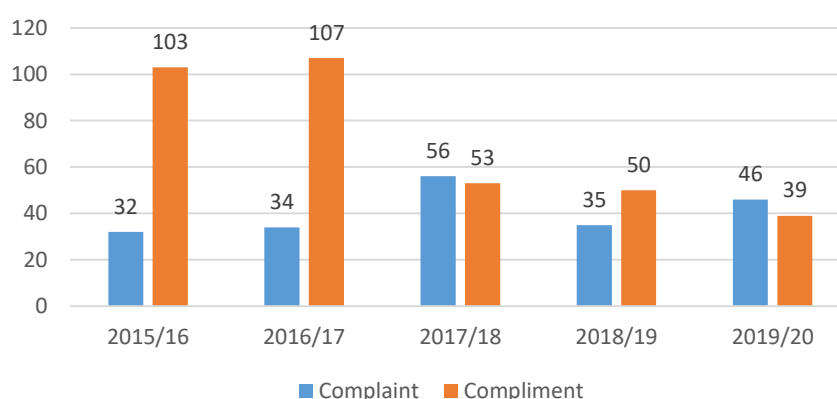
For the 2019/20 year, 77% of complaint responses were within time, an improvement of 14% on the previous reporting year. The chart data for the stage of resolution includes those complaints opened in the previous reporting period (2018/19) which were closed during this reporting period (2019/20).

Raising the benchmark in relation to how compliments are assessed has resulted in a reduction in the number of compliments recorded by the Authority as a whole. Compliments continue to be received across all directorates with an increase in the number of compliments received by the Countryside & Policy Management (CPM) team; the highest number of compliments continues to be received by the Planning team.

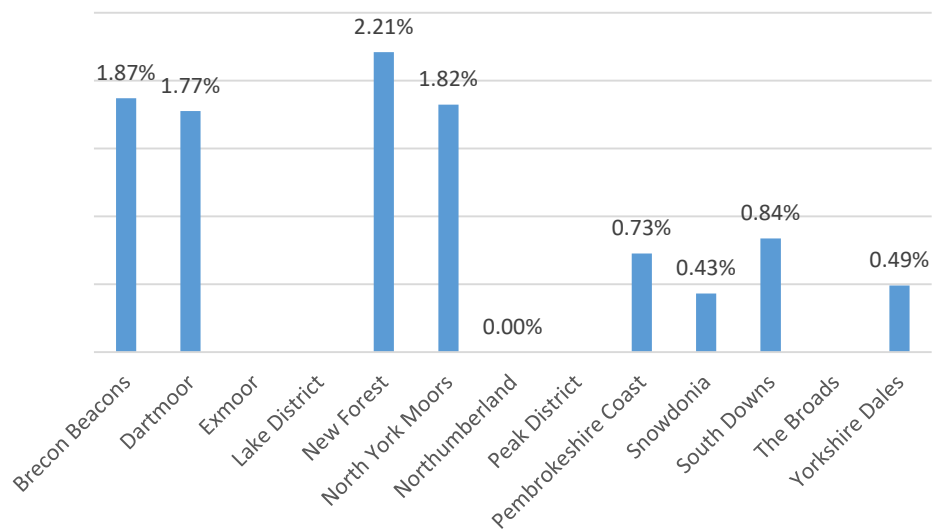
Feedback Received by Directorate



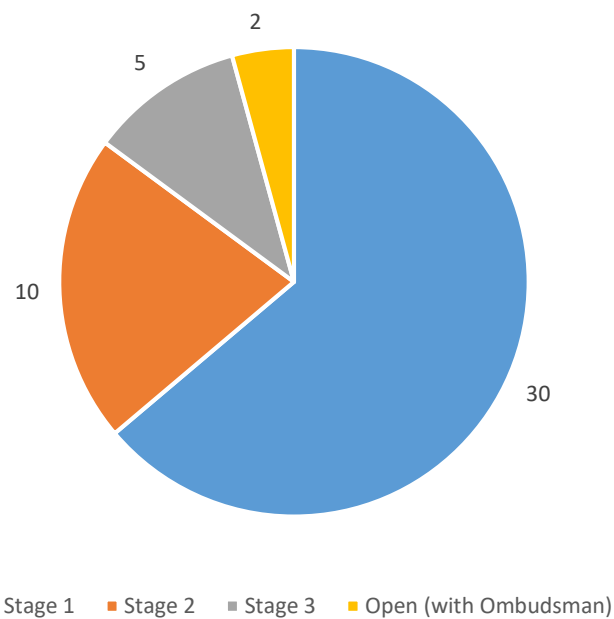
Feedback Received By Year



% NPA Planning Complaints per Determined Application



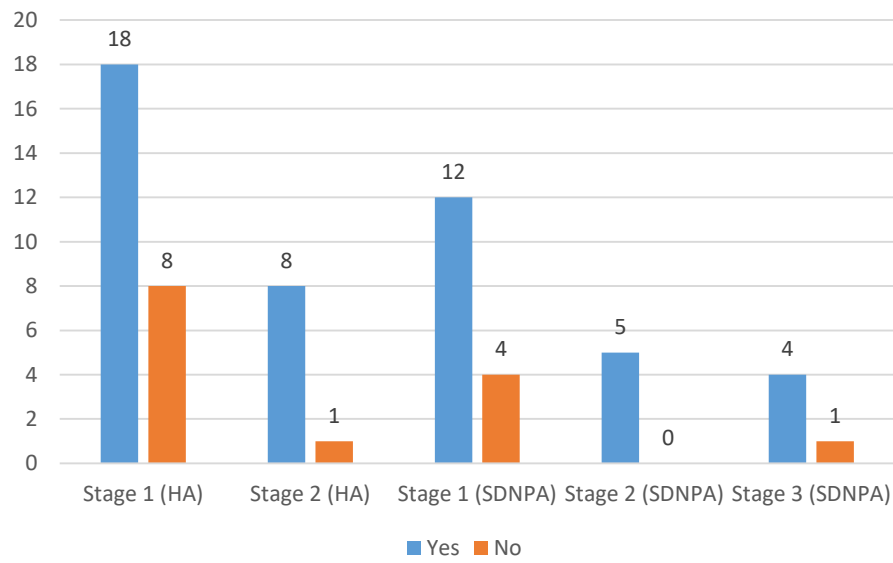
Stage Complaint Resolved



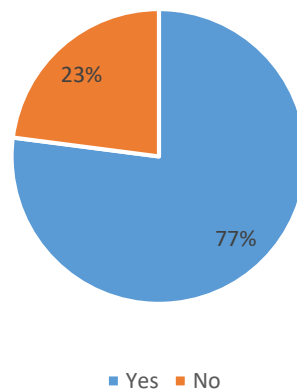
For more information about the three stages, visit:

<https://www.southdowns.gov.uk/contact/compliments-comments-complaints/our-complaints-compliments-and-comments-process/>

Complaint Responses on Time?



Complaint Responses on Time? 2019-20



Complaint Responses on Time? 2018-19

