

Appendix A - complaints by service area 2019-2020 and 2020-2021

Department	2019-2020				2020-2021			
	April May June	July Aug Sept	Oct Nov Dec	Jan Feb March	April May June	July Aug Sept	Oct Nov Dec	Jan Feb March
Benefits	4	1	1	4			2	2
Building Control						2		
Chief Executive	3		4	2	4			
Committees		1						
Communications & Customer Services				3				3
Community Safety			1			1		
Community Support			1	1				
Compliance					1	1	1	
Corporate policy		1				1		
Council properties							1	
EH Commercial	1			1				
EH Residential and Environment	1	1	3		1			
Elections	3			1		1	1	3
Enabling & Strategy				1				1
Finance	2	1						
Flytipping				1				
Housing Needs	3		10	5	2	8	3	
HR		1						5
Landlord Services	4	5	5	6	6	2	5	5
Legal				1	1		3	2
Parks	5	1		4		4	1	1
Planning	8	9	8	16	8	4	12	14
Planning Enforcement	1	2	6	1	3	7	4	6
Planning Policy	1	1				1		
Procurement			1					
Property Services	3	3	2	3	1	7	5	4
Revenues	2	5	3	8	5	2	6	4
Street scene						1		
TCS	1			1		1		
Trees					1			
Waste	15	22	29	70	5	4	3	58