

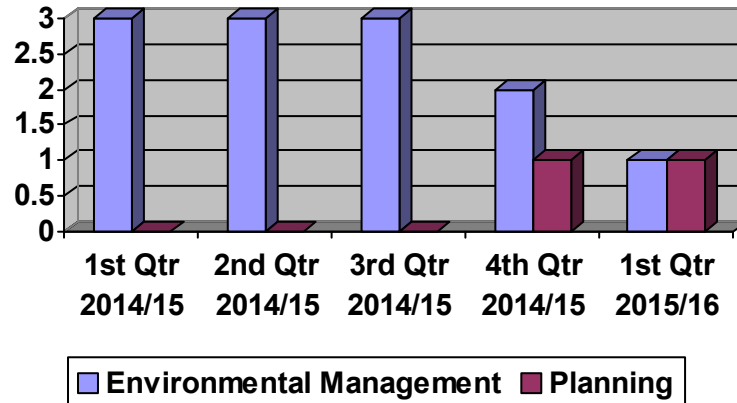
Customer Satisfaction Information – Scrutiny Committees

Environmental Scrutiny Committee		
Date Range for Report	1 st April – 30 th June 2015 (1 st January – 31 st March 2015)	
Total number of complaints received across all LCC service area.	105 (122) * individual school complaints not included.	
Total number of complaints relating to <u>Environmental Scrutiny Committee</u>	2 (3)	
Total number of compliments relating to <u>Environmental Scrutiny Committee</u>	1 (4)	
Total Service Area Complaints	Environmental Management	1 (2)
	Planning	1 (1)
Service Area Environmental Management Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	1 (1)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	0 (0)
	Insufficient Information Provided	0 (0)
	Other	0 (0)
	Policy of LCC not to Provide Service (L)	0 (0)
	Procedural - other	0 (0)
	Procedure not followed	0 (1)
	Race	0 (0)
Service Area Planning Complaint Reasons	Breach of Confidence	0 (0)
	Conduct/Attitude/Rudeness of staff	0 (0)
	Disability	0 (0)
	Disagree with Policy	0 (0)
	Disagree with Procedure	1 (1)
	Insufficient Information Provided	0 (0)
	Lack of Choice	0 (0)
	Other	0 (0)
Service Area Compliments	Environmental Management	1 (4)
	Planning	0 (0)
How many LCC Corporate complaints have not been resolved within service standard	8 (10)	

Number of complaints referred to Ombudsman

7 (6)

Total Complaint Receipts by Quarter



Summary

LCC Overview of Complaints

The total number of LCC complaints received for this Quarter (Q1) shows a 14% decrease on the previous Quarter (Q4). When comparing this Quarter with Q1 2014/15, there is a 33% decrease, when 157 complaints were received.

Overall Environmental Management & Planning Complaints

The overall complaints received for Environmental Management & Planning this Quarter has decreased by 1 complaint compared to the previous Quarter (Q4), when 3 were received. When comparing this with Quarter 1 2014/15, there is a decrease of 1 complaint when 3 were received.

Environmental Management Complaints

This Quarter Environmental Management has received 1 complaint which is a decrease of 1 from last Quarter when 2 were received.

The complaint was regarding the attitude of an officer during a meeting to discuss a Public Right of Way. The complaint was recorded as not substantiated.

Planning Complaints

This Quarter Planning received 1 complaint which is the same as last Quarter. The complaint was regarding a planning application for a school extension. The complaint was recorded as not substantiated.

Overall Compliments

The overall compliments received for Environmental Management and Planning has decreased by 3 compliments this Quarter when they received 1. Last Quarter 4 compliments were received.

Environmental Management Compliments

Environmental Management received 1 compliment this Quarter. The compliment was regarding excellent service received at Skegness household waste recycling centre.

Planning Compliments

Planning received no compliments this Quarter.

Ombudsman Complaints

In Quarter 1 of 2015/16, 7 LCC complaints were registered with the ombudsman. Environmental Management & Planning received no complaints that were considered by the ombudsman.

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