

# Corporate Complaint Monitoring Report

## April 2017 – March 2018

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Short Name	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Latest Note
Total number of <b>STAGE 1</b> corporate complaints received	<b>87</b>			<b>For the period April 17 – March 18 we received 87 Stage 1 complaints. For the same period in 2016/17 we received 74.</b>
Total number of <b>STAGE 2</b> corporate complaints received	<b>24</b>			<b>For the period April 17 – March 18 we received 24 Stage 2 complaints. For the same period in 2016/17 we received 22.</b>
<b>Head of Community, Partnerships + Customers</b> Stage 1 & 2 complaints received	<b>0</b>			YTD Stage 1 complaints received = 0 YTD Stage 2 complaints received = 0
<b>Solicitor to the Council</b> Stage 1 & 2 complaints received	<b>5</b>			YTD Stage 1 complaints received = 3 YTD Stage 2 complaints received = 2
<b>Head of Economic Development &amp; Regeneration</b> Stage 1 & 2 complaints received	<b>1</b>			YTD Stage 1 complaints received = 1 YTD Stage 2 complaints received = 0
<b>Head of Operations</b> Stage 1 & 2 complaints received	<b>68</b>			YTD Stage 1 complaints received = 57 YTD Stage 2 complaints received = 11
<b>Head of Commissioning, Contracts &amp; Procurement</b> Stage 1 & 2 complaints received	<b>8</b>			YTD Stage 1 complaints received = 7 YTD Stage 2 complaints received = 1
<b>Chief Finance Officer</b> Stage 1 & 2 complaints received	<b>0</b>			YTD Stage 1 complaints received = 0 YTD Stage 2 complaints received = 0
<b>Head of Planning</b> Stage 1 & 2 complaints received	<b>26</b>			YTD Stage 1 complaints received = 18 YTD Stage 2 complaints received = 8
<b>Head of Business Development &amp; Improvement</b> Stage 1 & 2 complaints received	<b>0</b>			YTD Stage 1 complaints received = 0 YTD Stage 2 complaints received = 0