

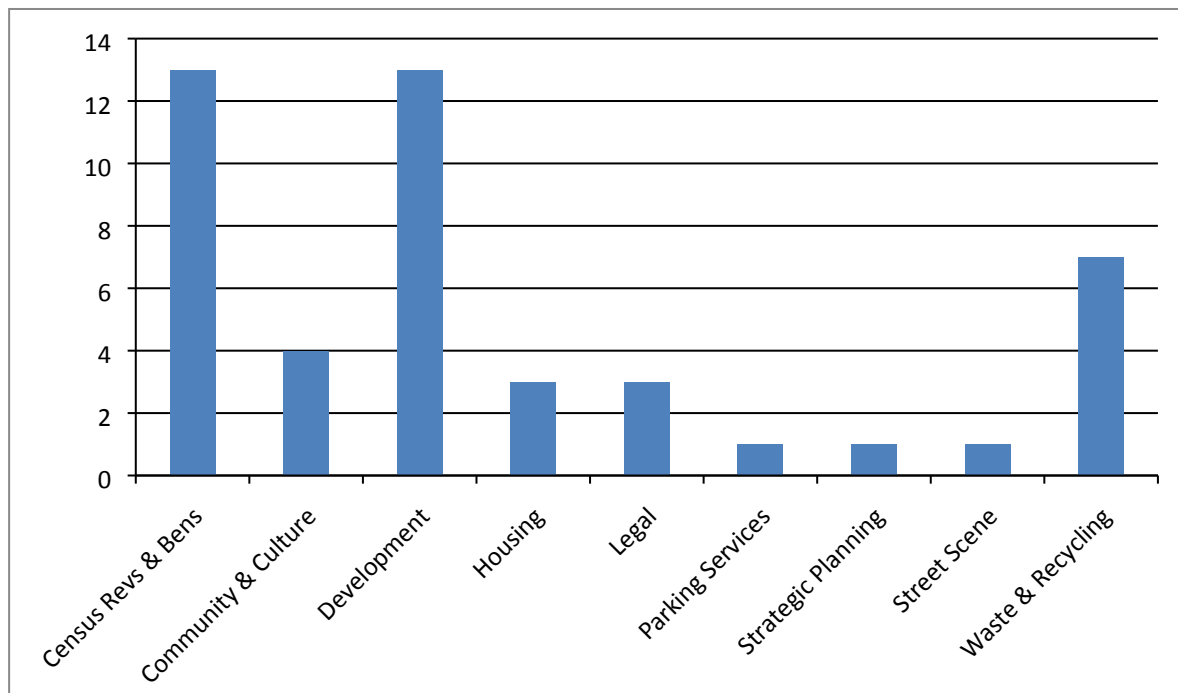
**Complaints notified to the Complaints and Feedback Officer 1 April to 30 June 2017 (Q1).**

1.1 Horsham District Council’s current definition of a complaint is:-

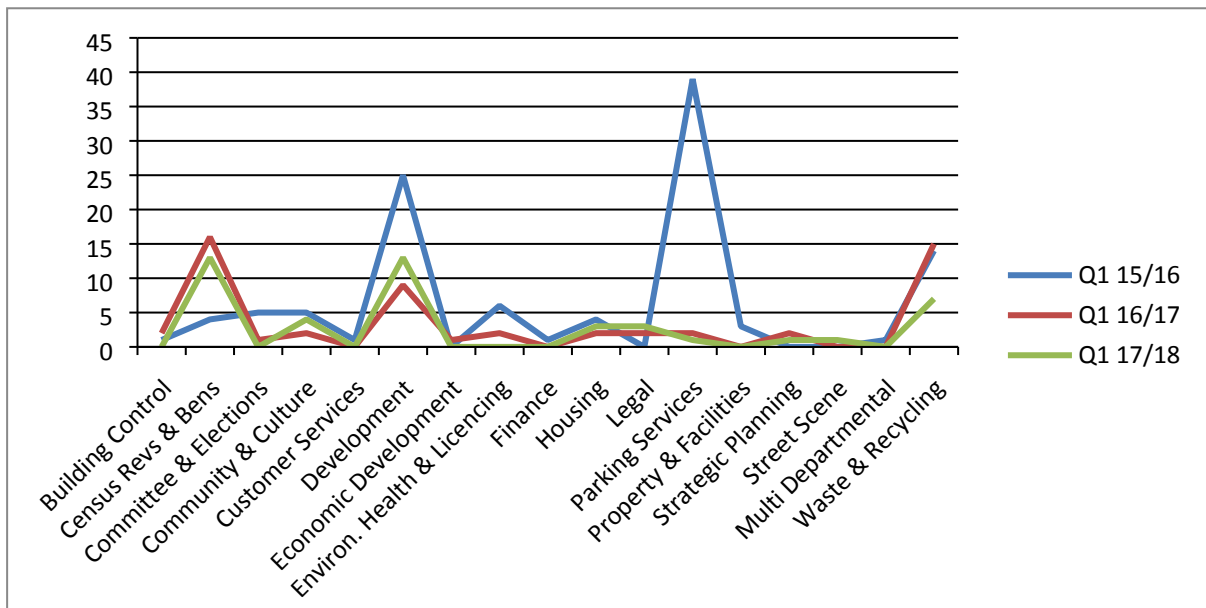
A complaint is an expression of dissatisfaction that requires a response, about the standards of service, action or lack of action by the Council, its staff or a contractor working on the Council’s behalf affecting an individual customer or resident or group of customers’

1.2 The number of complaints notified to the Complaints and Feedback Officer for the period 1 April to 30 June 2017 is 46 complaints. A further 73 were received by the Leisure centres.

1.3 Complaints received by department 1<sup>st</sup> April to 30<sup>th</sup> June 2017.



1.4. When the results of quarter one 2017/18 are compared with the same period in the two previous years the significant improvements in complaint numbers for typically challenging departments becomes clear. This has been a very positive start to the 2017/18 year on the whole and we will work to ensure that this continues in quarter two.

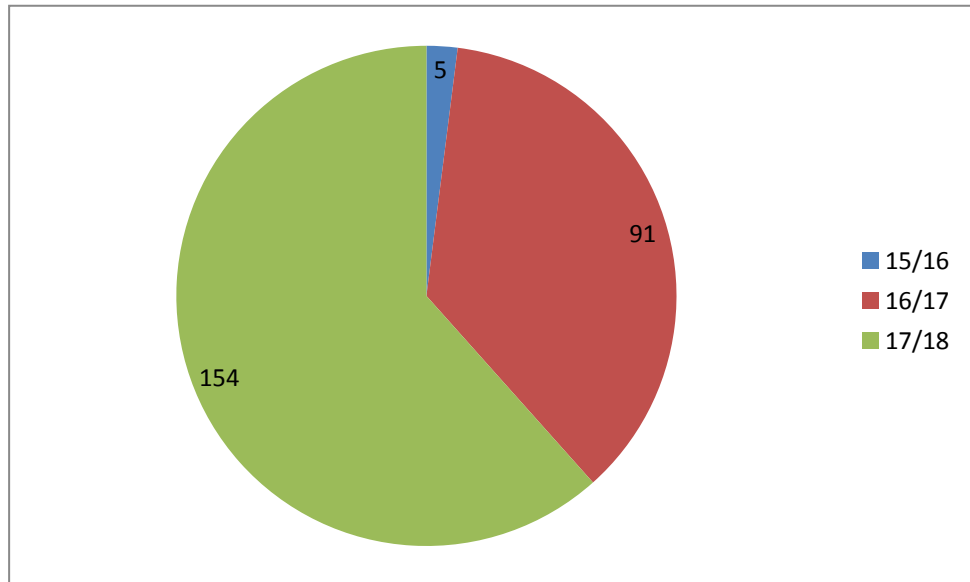


- 1.5 Waste & Recycling has seen a very positive quarter with a significant drop of complaints from the previous quarter (16), recording only seven complaints. This is also a marked improvement compared to previous years' figures for Q1.
- 1.6 The spike for Census Revenue & Benefits is a natural consequence of the billing run for the year sent in April. It is expected that complaints will decrease in Quarter two.
- 1.7 Development has seen a slight increase of an additional 4 complaints from the same period last year.
- 1.8 Compliments received for the period 1 April to 30 June 2017.

Department	Compliments Received 1 <sup>st</sup> April – 30 <sup>th</sup> June 2017
Building Control	4
Community & Culture	96
Community Link Service	2
Customer Services	24
Development	11
Environ. Health & Licencing	3
Housing	4
Spatial Planning	1
Street Scene	3
Waste & Recycling	6
Leisure Centres	50
<b>TOTAL</b>	<b>204</b>

1.9 The total number of compliments *excluding* leisure centres has decreased this quarter from last (198). We have however still received a very positive total of 154 compliments excluding leisure centres in quarter one. This is a 40% increase on the number received in the same quarter last year.

#### 1.10 Compliments received in Q1

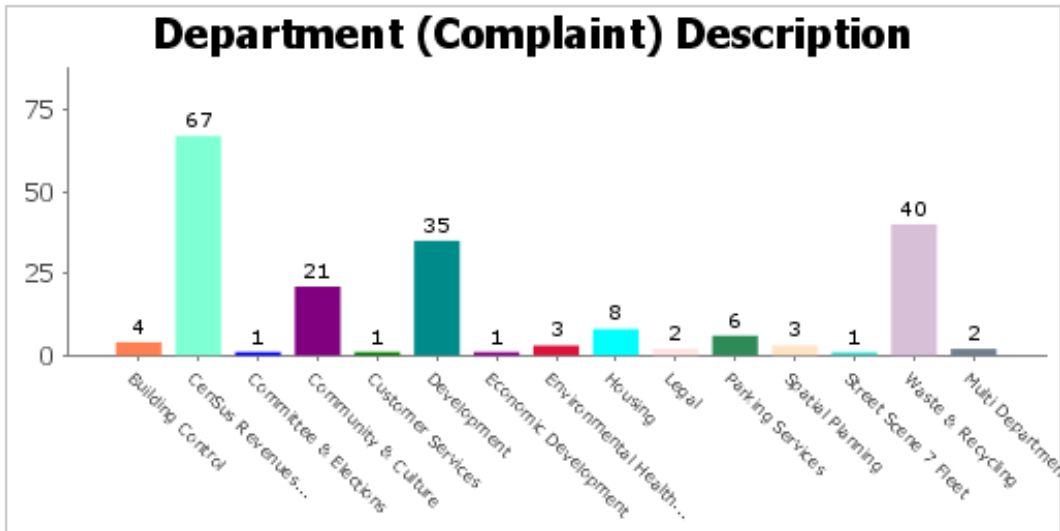


1.11 The numbers of compliments received continue to be actively recorded by staff as has been the case in recent quarters. The Complaints and Feedback officer will endeavour to encourage staff to keep this positive trend going so we build a more accurate picture of the positive experiences that our customers have.

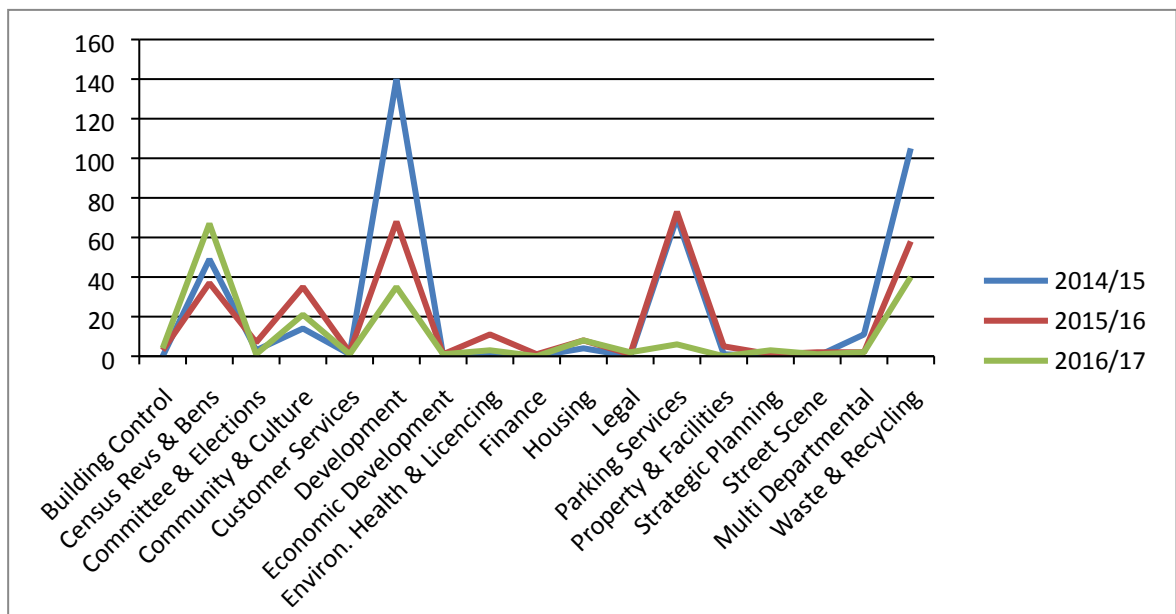
## Annual Figures for 2016/17

1.12 For the period 1 April 2016 to 31 March 2017 the complaints and feedback officer was notified of 195 complaints. The number received at the Council's leisure centres for the period was 384.

1.13 Complaints received by department 1 April 2016 to 31 March 2017.



## Complaints by Department – Annual Comparison



1.14 In comparison to 2015/16 where 315 complaints were recorded, there continues to be a significant reduction in the total number of complaints. This is a decrease of 38% from the previous year.

1.15 The increase in complaints logged for Census Revs and Benefits is being investigated further to see if a route cause can be identified.

### 1.16 Compliments received for the period 1 April 2016 to 31 March 2017

Department	Compliments Received – Annual
Building Control	14
Census Revs & Bens	1
Commissioning & Performance	1
Committee & Elections	4
Community & Culture	255
Community Link Service	28
Customer Services	18
Development	59
Economic Development	2
Environ. Health & Licencing	28
Housing	12
Parking Services	2
Property & Facilities	3
Strategic Planning	6
Street Scene & Fleet	30
Multi Departmental	4
<b>Total</b>	<b>467</b>
Leisure Centres	354

### 1.17 Compliments received annual comparison

