

Complaints Performance Statistics

Timeline: 2025 Q3

*Updated on 16-2-2026

Complaints Received

| | | | |
|------------------------------|-------------------------------------|-------------------------------------|----------------------|
| Number of complaint received | Number of Stage 1 closed complaints | Number of Stage 2 closed complaints | Number of live cases |
| 33 | 23 | 10 | 0 |

Performance against timescale (Closed complaints)

| | | |
|--|---|--|
| Average of Stage 1 Workday to Close | Stage 1 Target (5 days) ● Met Target ● Missed Target | Number of extension authorised for stage 1 complaints <div style="text-align: center;">8</div> |
| Average of Stage 2 Workday to Close | Stage 2 Target (20 days) ● Met Target ● Missed Target | Number of extension authorised for stage 2 complaints <div style="text-align: center;">1</div> |

Complaints Outcome (Closed complaints)

| | |
|---|---|
| Stage 1 Outcome ● Partially Upheld ● Upheld ● Not Upheld ● Resolved | Stage 2 Outcome ● Not Upheld ● Resolved |
|---|---|

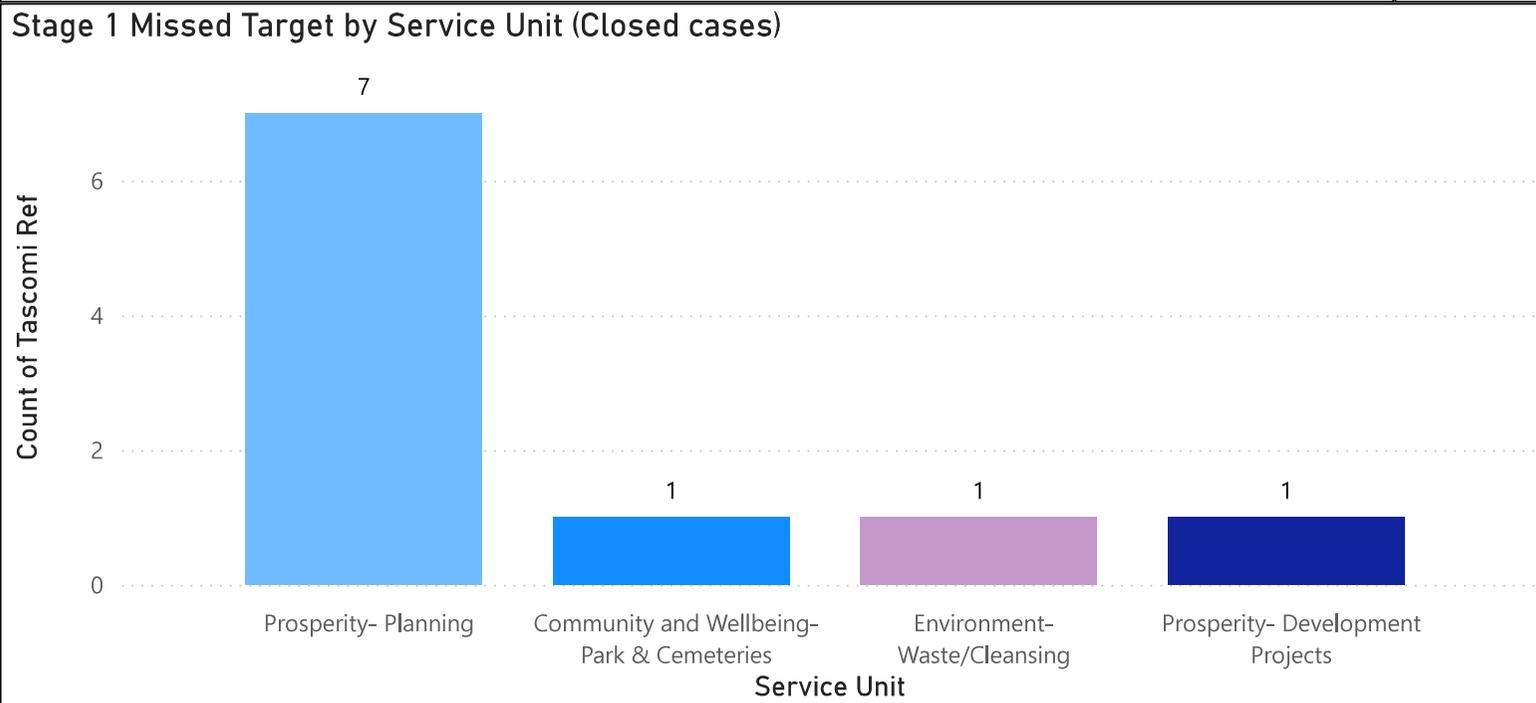
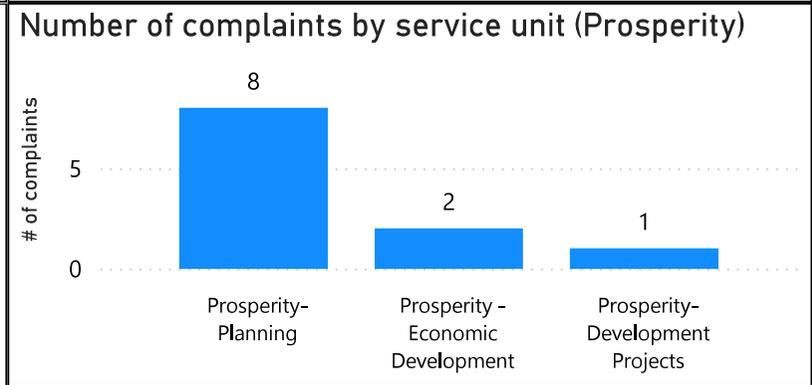
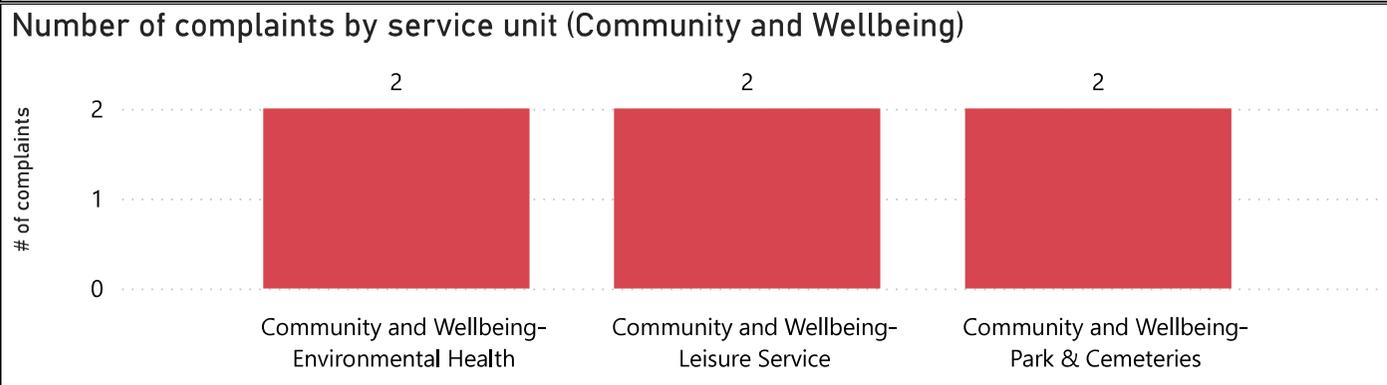
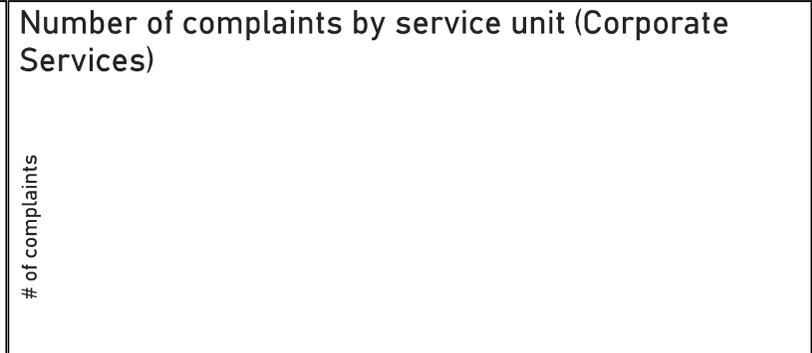
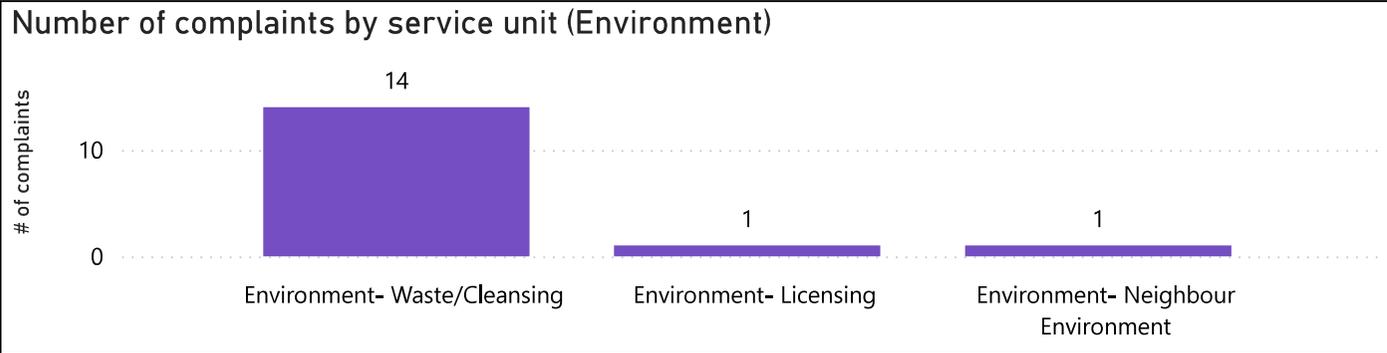
All Complaints- Information and Details

| | |
|---|--|
| Types of complaint (all complaints) ● Complaint Service ● Complaint Staff | Method Received (all complaints) ● Email ● Telephone |
| Complaints by Section (all complaints) | |

NIPSO Complaints

| | |
|--|--|
| NIPSO Cases by decision ● Closed | NIPSO Cases by department Count of Ref |
|--|--|

Complaints by Service Units (all complaints)



Stage 1 Not Authorised Extension and missed target (workday to close > 5)

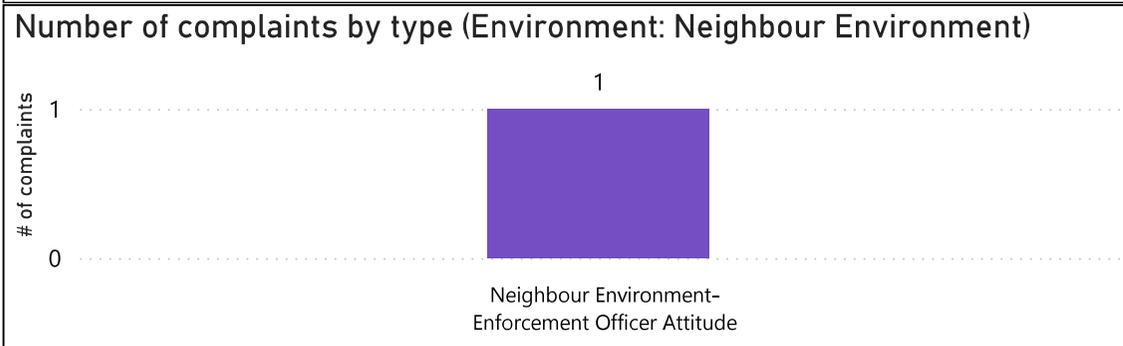
| Service Unit | Failed |
|--|--------|
| Community and Wellbeing- Park & Cemeteries | 1 |
| Environment- Waste/Cleansing | 1 |

Stage 1 Authorised Extension and missed target (workday to close > 10)

| Service Unit | Failed |
|----------------------------------|--------|
| Prosperity- Development Projects | 1 |
| Prosperity- Planning | 5 |

Complaints Type by Service Units (all complaints)

Section: Environment



Section: Community and Wellbeing

