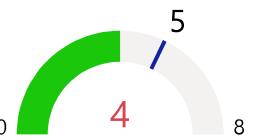
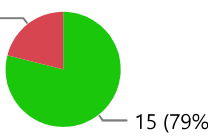
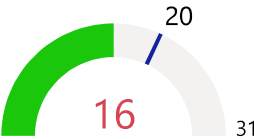
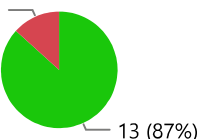


Complaints Performance Statistics

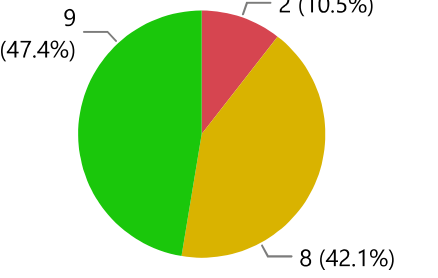
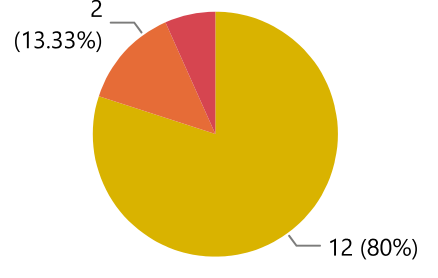
Complaints Received

Number of complaint received	Number of Stage 1 closed complaints	Number of Stage 2 closed complaints	Number of live cases
34	19	15	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 3
Average of Stage 2 Workday to Close 	Stage 2 Target (20 days) ● Met Target ● Missed Target 	Number of extension authorised for stage 2 complaints 1

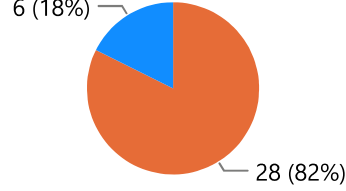
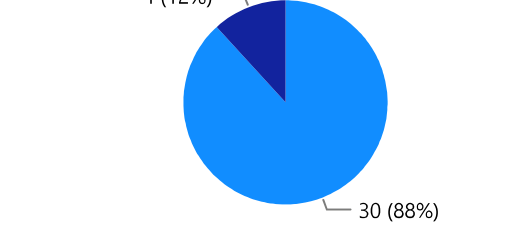
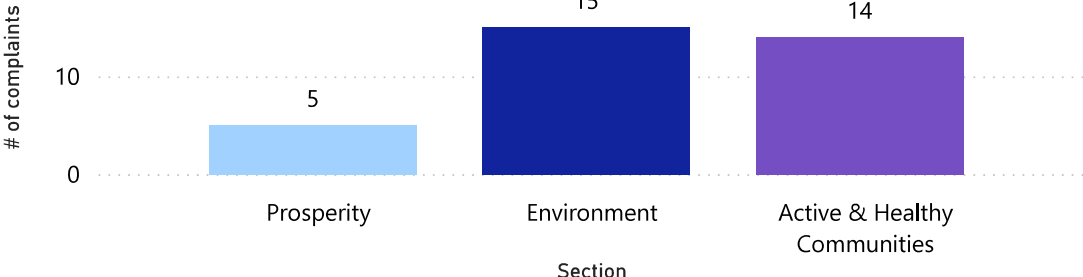
Complaints Outcome (Closed complaints)

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

Timeline: 2026 Q1

*Updated on 3.08.2026

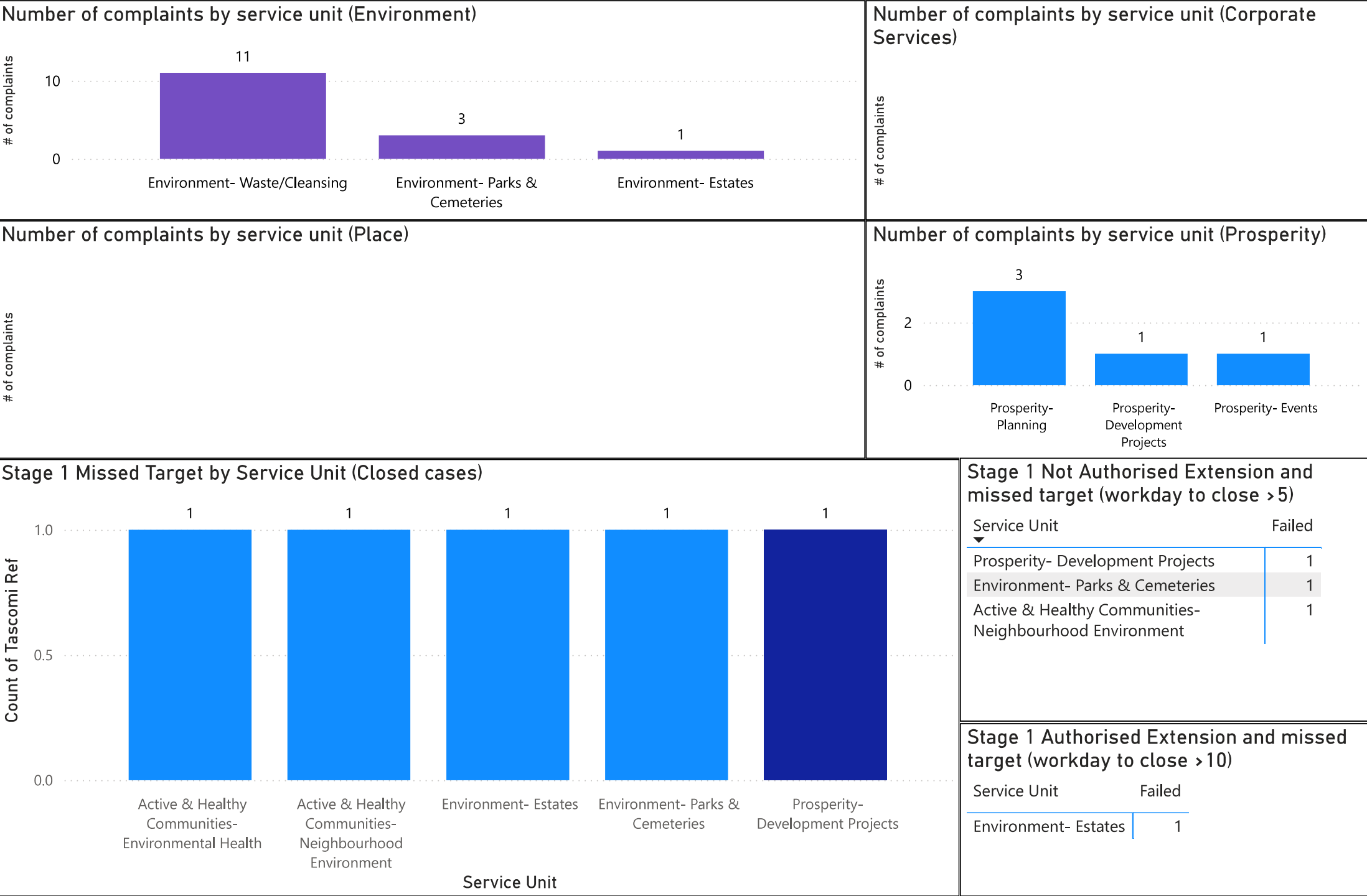
All Complaints- Information and Details

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

NIPSO Complaints

NIPSO Cases by decision	NIPSO Cases by department
-------------------------	---------------------------

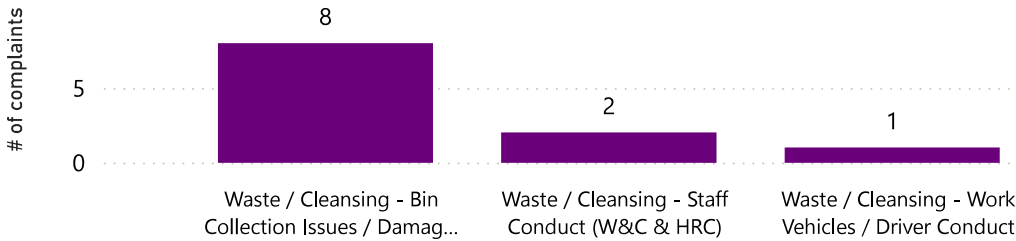
Complaints by Service Units (all complaints)



Complaints Type by Service Units (all complaints)

Section: Environment

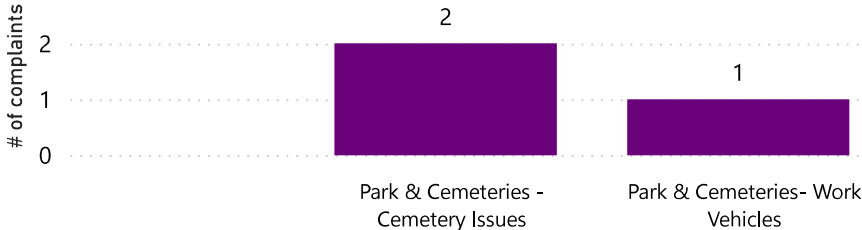
Number of complaints by type (Environment: Waste & Cleansing)



Number of complaints by type (Environment: Neighbour Environment)

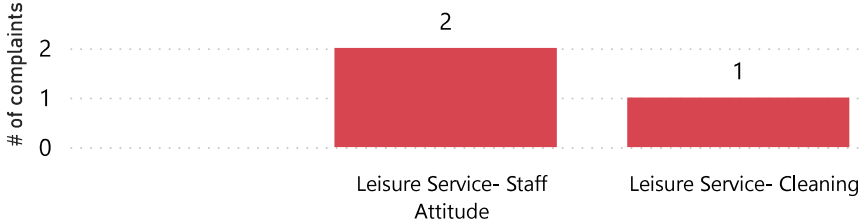


Number of complaints by type (Environment: Park & Cemeteries)



Section: Active & Healthy Communities

Number of complaints by type (Active & Healthy Communities: Leisure Service)



Section: Prosperity

Number of complaints by type (Prosperity: Planning)

