Appendix 2 - Complaints Statistics

No of complaints received between specified date range

Year	Month	Number Of Complaints
2019	June	28
	July	19
	August	11
		58
Total		58

No of compliments received between specified date range

Year	Month	Area	Number Of Compliments
2019	June	Bin collections and Recycling	1
	July	Community, Wellbeing and Crime	28
	August	Community, Wellbeing and Crime	10
			57
Total			57

Summary of resolved complaints within the date range

Year	Month	Stage	No Resolved
2019	June	Stage 1	16
		Stage 2	2
	July	Stage 1	15
		Stage 2	2
	August	Stage 1	9
		Stage 2	1
		Total	45

Summary of conclusion for completed complaints

Stage	Area	Conclusion	Conclusion	% of Total
Stage 1	Benefits		0	0.00%
	Bin collections and Recycling		0	0.00%
		Not upheld	2	5.71%
		Partially Upheld	1	2.86%
	Car Parking		0	0.00%
	Community, Wellbeing and Crime		0	0.00%
	Council Tax and Business Rates	Not upheld	1	2.86%
	Environmental Health	Partially Upheld	1	2.86%
	Flooding and Drainage	Not upheld	1	2.86%
	Housing		0	0.00%
		complainant withdrew	1	2.86%
		not a complaint	1	2.86%
		Not upheld	6	17.14%
		Partially Upheld	4	11.43%
		This is an appeal not a	1	2.86%
		Upheld	2	5.71%
	Leisure, Culture and Museums		0	0.00%
	Planning		0	0.00%
		Not upheld	7	20.00%
		Partially Upheld	1	2.86%
		Upheld	1	2.86%
	Street Naming and Numbering		0	0.00%
	Total		30	85.71%
Stage 2	Housing	no fault of the council	1	2.86%
		no fault on the Councils part	1	2.86%
	Planning	Planning application declined,	1	
		Planning permission refused	1	
	Street Naming and Numbering	I understand that you will be	1	
	Total		5	
Total			35	

Summary of conclusion for completed complaints within target

Stage	Area	Conclusion	Conclusion	% of Total
Stage 1	Bin collections and Recycling		0	0.00%
	Car Parking		0	0.00%
	Council Tax and Business Rates	Not upheld	1	16.67%
	Housing		0	0.00%
		complainant withdrew	1	16.67%
		Not upheld	1	16.67%
		Appeal not a complaint	1	16.67%
	Leisure, Culture and Museums		0	0.00%
	Total		4	66.67%
Stage 2	Housing	no fault of the council	1	16.67%
	Street Naming and Numbering	I understand that you will be	1	16.67%
	Total		2	33.33%
Total			6	100.00%

Summary of conclusion for completed complaints outside target

Stage	Area	Conclusion	Conclusion	% of Total
Stage 1	Housing	Upheld	1	33.33%
	Planning	Not upheld	1	33.33%
	Total		2	66.67%
Stage 2	Planning	Planning application declined,	1	33.33%
	Total		1	33.33%
Total			3	100.00%

Summary of completed complaints by area

Year	Month	Stage	Ward	Area	No Resolved
90855	June	Stage 1	Buckhurst Hill East Chigwell Row	Bin collections Bin collections	1 1
			Epping Hemnall Epping Lindsey and Loughton Alderton	Environmental Health Housing Housing	2

Passingford Waltham Abbey Honey Waltham Abbey South West Housing 2 Stage 2 Epping Hemnall Housing 1 July Stage 1 Council Tax Housing 1 Chipping Ongar, Planning 1 Chipping Common Housing 1 High Ongar, Willingale Loughton Broadway Planning 1 Loughton Broadway Planning 1 Loughton St Johns Planning 1 Loughton St Johns Planning 1 Koughton St Johns Planning 1 Loughton St Johns Planning 1 Loughton St Marys Benefits 1 Moreton and Fyfield Housing 1 Stage 2 Moreton and Fyfield Planning 1 August Stage 1 August Stage 1 Passing Andrew Housing 1 Flooding and Drainage 1 Lousing 1 Housing 1 Loughton St Marys Benefits 1 Moreton and Fyfield Housing 1 Waltham Abbey Housing 1 Maltham Abbey Housing 1						
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Passingford Flooding and Drainage 1				Moreton and Fyfield	Planning	
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Waltham Abbey South West Housing 2				Passingford	Flooding and Drainage	
Stage 2 Epping Hemnall Housing 1				Waltham Abbey Honey	Housing	1
Stage 2 Epping Hemnall Housing 1				Waltham Abbey South	Bin collections	1
Doughton St Marys				West	Housing	2
Stage 1			Stage 2	Epping Hemnall	Housing	1
Chipping Ongar, Planning 1 Epping Lindsey and Bin collections 1 Thornwood Common Housing 1 High Ongar, Willingale Housing 1 Loughton Broadway Planning 1 Loughton Fairmead Leisure, Culture 1 Loughton St Johns Planning 1 Loughton St Marys Benefits 1 Moreton and Fyfield Housing 1 Shelley Housing 1 Waltham Abbey Housing 1 Waltham Abbey South Housing 1 Stage 2 Moreton and Fyfield Planning 1 August Stage 1 Moreton and Fyfield Planning 1 Moreton and Fyfield Planning 1 Moreton and Fyfield Planning 1 Moreton and Fyfield Street Naming 1 Moreton and Fyfield Street Naming 1 Moreton and Fyfield Street Naming 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1				Loughton St Marys	Planning	1
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Loughton St Johns Planning 1 Loughton St Marys Benefits 1 Moreton and Fyfield Housing 1 Shelley Housing 1 Waltham Abbey Housing 1 Waltham Abbey South Housing 1 Stage 2 Moreton and Fyfield Planning 1 Waltham Abbey Housing 1 Waltham Abbey Housing 1 Waltham Abbey Housing 1 August Stage 1 Bin collections 1 Community, Wellbeing 1 Housing 1 Housing 1 Housing 1 Moreton and Fyfield Street Naming 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1				Loughton Broadway	Planning	1
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Waltham Abbey Housing 1 Waltham Abbey South Housing 1 Stage 2 Moreton and Fyfield Planning 1 Waltham Abbey Housing 1 Waltham Abbey Housing 1 August Stage 1 Bin collections 1 Community, Wellbeing 1 Housing 1 Housing 1 Planning 4 Moreton and Fyfield Street Naming 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1				Moreton and Fyfield	Housing	1
Waltham Abbey South Housing 1 Stage 2 Moreton and Fyfield Planning 1 Waltham Abbey Housing 1 August Stage 1 Bin collections 1 Community, Wellbeing 1 Housing 1 Housing 1 Housing 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1 Stage 2 Moreton and Fyfield Street Naming 1				Shelley	Housing	1
Stage 2 Moreton and Fyfield Planning 1 Waltham Abbey Housing 1 August Stage 1 Bin collections 1 Community, Wellbeing 1 Housing 1 Planning 4 Moreton and Fyfield Street Naming 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1				Waltham Abbey	Housing	1
August Stage 1 Bin collections 1 Community, Wellbeing 1 Housing 1 Housing 1 Planning 4 Moreton and Fyfield Street Naming 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1				Waltham Abbey South	Housing	
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Moreton and Fyfield Street Naming 1 Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1					Housing	1
Waltham Abbey North Planning 1 Stage 2 Moreton and Fyfield Street Naming 1					Planning	4
Stage 2 Moreton and Fyfield Street Naming 1					Street Naming	
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Total Total 45				Moreton and Fyfield	Street Naming	
	Total		Total			45