

## Appendix 2 - Complaints Statistics

No of complaints received between specified date range

| Year         | Month  | Number Of Complaints |
|--------------|--------|----------------------|
| 2019         | June   | 28                   |
|              | July   | 19                   |
|              | August | 11                   |
|              |        | <b>58</b>            |
| <b>Total</b> |        | <b>58</b>            |

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                    |
|              |        |                                | <b>57</b>             |
| <b>Total</b> |        |                                | <b>57</b>             |

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           |
|      |        | <b>Total</b> | <b>45</b>   |

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%          |
|                             |                                |                                | 0             | 0.00%          |
|                             | 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 Upheld | 1             | 2.86%          |
|                             |                                |                                | 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%         |                |
| <b>Total</b>                |                                | <b>30</b>                      | <b>85.71%</b> |                |
| 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             | 2.86%          |
|                             |                                | Planning permission refused    | 1             | 2.86%          |
|                             | Street Naming and Numbering    | I understand that you will be  | 1             | 2.86%          |
| <b>Total</b>                |                                | <b>5</b>                       | <b>14.29%</b> |                |
| <b>Total</b>                |                                |                                | <b>35</b>     | <b>100.00%</b> |

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                        |                               | complainant withdrew   | 1              | 16.67% |
|              |                                |                               | Not upheld             | 1              | 16.67% |
|              |                                |                               | Appeal not a complaint | 1              | 16.67% |
|              | Leisure, Culture and Museums   |                               | 0                      | 0.00%          |        |
| <b>Total</b> |                                |                               | <b>4</b>               | <b>66.67%</b>  |        |
| Stage 2      | Housing                        | no fault of the council       | 1                      | 16.67%         |        |
|              | Street Naming and Numbering    | I understand that you will be | 1                      | 16.67%         |        |
|              | <b>Total</b>                   |                               | <b>2</b>               | <b>33.33%</b>  |        |
| <b>Total</b> |                                |                               | <b>6</b>               | <b>100.00%</b> |        |

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%         |
|              | <b>Total</b> |                                | <b>2</b>   | <b>66.67%</b>  |
| Stage 2      | Planning     | Planning application declined, | 1          | 33.33%         |
| <b>Total</b> |              |                                | <b>1</b>   | <b>33.33%</b>  |
| <b>Total</b> |              |                                | <b>3</b>   | <b>100.00%</b> |

Summary of completed complaints by area

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

|              |        |              |                     |                        |                      |   |
|--------------|--------|--------------|---------------------|------------------------|----------------------|---|
|              |        |              | Loughton Fairmead   | Car Parking            | 1                    |   |
|              |        |              | Moreton and Fyfield | Planning               | 1                    |   |
|              |        |              | out of district     | Housing                | 2                    |   |
|              |        |              | Passingford         | Flooding and Drainage  | 1                    |   |
|              |        |              | Waltham Abbey Honey | Housing                | 1                    |   |
|              |        |              | Waltham Abbey South | Bin collections        | 1                    |   |
|              |        |              | West                | Housing                | 2                    |   |
|              |        | Stage 2      | Epping Hemnall      | Housing                | 1                    |   |
|              |        |              | Loughton St Marys   | Planning               | 1                    |   |
|              | July   | Stage 1      |                     | Council Tax            | 1                    |   |
|              |        |              |                     |                        | Housing              | 1 |
|              |        |              |                     | Chipping Ongar,        | Planning             | 1 |
|              |        |              |                     | Epping Lindsey and     | Bin collections      | 1 |
|              |        |              |                     | Thornwood Common       | Housing              | 1 |
|              |        |              |                     |                        | Planning             | 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                    |   |
|              |        |              | 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                    |   |
| <b>Total</b> |        | <b>Total</b> |                     |                        | <b>45</b>            |   |