

1. Quarterly Complaints Analysis Trend for 2010/11 (Figures for 2009/10 are shown in brackets)

	Apr 10 to Jun 10	Jul 10 to Sep 10	Oct 10 to Dec 10	Jan 11 to Mar 11
Justified	90 (51)	82 (79)	84 (181)	67 (145)
Not Justified	82 (50)	70 (79)	79 (79)	96 (79)
Partially Justified	14 (12)	28 (13)	17 (22)	17 (24)
Total	186 (113)	180 (171)	180 (282)	180 (248)

2. Service Improvements Resulting from Complaints – 2010/11

April to June 2010

Nil

July to September 2010

Street Cleaning – Alternative arrangements to be made to cover work when vehicles are off the road for any significant period. Customers also to be notified of any unplanned delay in service.

Waste Management – Where the location of a property is unclear, the refuse vehicle driver is to contact the office for directions.

Parks and Open Spaces – Operatives to assess which piece of equipment is most practical and safe to use when cutting in close proximity to vehicles and people's property.

October to December 2010

Nil

January to March 2011

Nil