

## APPENDIX 2

### Complaints by Service Area – April 2006 to March 2007

Service Area	No. of complaints	% of total	Average working days to respond
Street Scene & Liveability	46	22.0	6.2
Environmental Health	4	1.9	37.8
Development Control	73	34.9	16.1
Legal & Democratic Services	11	5.3	11.0
Council Tax	19	9.1	5.7
Benefits	12	5.7	4.5
Finance	2	1.0	1.0
Facilities	13	6.2	11.3
Building Control	2	1.0	7.0
Parking	4	1.9	9.5
Private Sector Renewal	5	2.4	7.6
Executive Office	5	2.4	14.4
Customer Services & e-Gov	2	1.0	6.5
Capita Contact Centre	2	1.0	4.5
Council Tax Recovery	2	1.0	4.5
Forward Planning	1	0.5	8.0
Licensing			
Business Rates			
One Stop Shop			
Leisure Trust	1	0.5	
Rossendale Transport	1	0.5	
Highways	4	1.9	
Greenvale Homes			
<b>Total</b>	<b>209</b>	<b>100.0</b>	<b>11.0</b>

## Complaints by Service Area – April to July 2007

Service Area	No. of complaints	% of total	Average working days to respond
Street Scene & Liveability	14	19.2	6.9
Environmental Health	1	1.4	4.0
Development Control	22	30.1	14.6
Legal & Democratic Services	2	2.7	11.0
Council Tax	8	11.0	5.9
Benefits	6	8.2	3.2
Finance			
Facilities	1	1.4	3.0
Building Control			
Parking			
Private Sector Renewal			
Executive Office	3	4.1	7.3
Customer Services & e-Gov	4	5.5	9.0
Capita Contact Centre	1	1.4	14.0
Council Tax Recovery	1	1.4	1.0
Forward Planning	1	1.4	3.0
Licensing	2	2.7	2.0
Business Rates	1	1.4	2.0
One Stop Shop	1	1.4	9.0
Leisure Trust	1	1.4	
Rossendale Transport			
Highways	3	4.1	
Greenvale Homes	1	1.4	
<b>Total</b>	<b>73</b>	<b>100.0</b>	<b>10.4</b>