


Complaints to RBC by Service Area and Average Response Times

Service Area	2007/08			2008/09			2009/10		
	Total complaints	% of total	Average days to deal	Total complaints	% of total	Average days to deal	Total complaints	% of total	Average days to deal
Development Control	57	30.2	11.5	29	26.4	13.3	18	18.2	8.4
Refuse & Cleansing	45	23.8	3.4	11	10.0	2.5	9	9.1	4.7
Capita - Benefits	12	6.3	2.8	9	8.2	3.0	13	13.1	6.5
Capita - BIU	0	0.0	0	1	0.9	8.0	0	0.0	0.0
Capita - Call Centre	3	1.6	9.3	5	4.6	3.8	3	3.0	8.7
Capita - Council Tax	23	12.2	5.2	14	12.8	3.4	13	13.1	5.5
Capita - Council Tax Recovery	10	5.3	3.8	10	9.1	3.3	20	20.2	6.6
Capita - NNDR	0	0.0	0	1	0.9	2.0	0	0.0	0.0
Capita - One Stop Shop	1	0.5	8.0	4	3.6	3.8	0	0.0	0.0
Communities	0	0.0	0.0	3	2.7	1.7	7	7.1	2.6
Executive Office	4	2.1	9.3	1	0.9	11.0	0	0.0	0.0
Customer Services & ICT	5	2.6	7.6	4	3.6	8.8	2	2.0	5.0
Emergency Planning	0	0.0	0	1	0.9	7.0	0	0.0	0.0
Environmental Health	3	1.6	3.3	3	2.7	5.0	4	4.0	11.5
Licensing	5	2.6	3.0	2	1.8	12.5	3	3.0	6.7
Property Services	4	2.1	8.0	1	0.9	12.0	3	3.0	3.0
Facilities Management	2	1.1	36.0	0	0.0	0.0	0	0.0	0.0
Forward Planning	1	0.5	2.0	0	0.0	0.0	1	1.0	4.0
Legal	2	1.1	10.5	2	1.8	4.0	2	2.0	14.0
Communications	2	1.1	5.0	0	0.0	0.0	0	0.0	0.0
Finance	3	1.6	0.7	3	2.7	1.0	0	0.0	0.0
Parking	2	1.1	6.5	5	4.6	3.0	0	0.0	0.0
Human Resources	1	0.5	13.0	0	0.0	0.0	0	0.0	0.0
Regeneration	1	0.5	4.0	1	0.9	3.0	1	1.0	8.0
Committee & Member Services	3	1.6	8.3	0	0.0	0.0	0	0.0	0.0
Total	189	100.0	7.0	110	100.0	6.4	99	100.0	6.6

Complaints received not for RBC:

Greenvale Homes	1			0			0		
Lancashire Highways	4			2			0		
Rosendale Leisure Trust	1			1			0		
Overall total	195			113			99		

Key

 exceeds 10 day target