

## Summary of Complaint Type by Service Area 2009/10

Service Area	Root Causes of Complaint							Total complaints
	Technical/legal/regulatory	Poor communication	Delayed response/lack of response	Complaint against a named officer	Complaint received via MP	Complaint received via Councillor	Complaint re RBC policy or procedure	
Development Control	10	1	5	2	0	0	0	18
Refuse & Cleansing	0	1	1	1	0	0	6	9
Capita - Benefits	3	2	3	0	1	1	3	13
Capita - BIU	0	0	0	0	0	0	0	0
Capita - Call Centre	1	2	0	0	0	0	0	3
Capita - Council Tax	3	4	2	0	0	1	3	13
Capita - Council Tax Recovery	2	1	0	1	0	0	16	20
Capita - NNDR	0	0	0	0	0	0	0	0
Capita - One Stop Shop	0	0	0	0	0	0	0	0
Communities	6	1	0	0	0	0	0	7
Executive Office	0	0	0	0	0	0	0	0
Customer Services & ICT	2	0	0	0	0	0	0	2
Emergency Planning	0	0	0	0	0	0	0	0
Environmental Health	3	0	0	1	0	0	0	4
Licensing	1	0	0	1	0	1	0	3
Property Services	0	1	0	0	0	0	2	3
Legal	1	0	1	0	0	0	0	2
Forward Planning	1	0	0	0	0	0	0	1
Parking	0	0	0	0	0	0	0	0
Regeneration	0	0	1	0	0	0	0	1
<b>Total</b>	<b>33</b>	<b>13</b>	<b>13</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>30</b>	<b>99</b>
% complaint type of total	33.3	13.1	13.1	6.1	1.0	3.0	30.3	