

## Summary of Complaint Type by Service Area 2010/11

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	
Building Control	0	0	0	0	0	0	1	1
Development Control	6	0	2	3	0	0	2	13
Refuse & Cleansing	0	2	1	1	0	0	12	16
Capita - Benefits	5	0	3	0	0	0	4	12
Capita - Council Tax	2	2	1	1	0	0	9	15
Capita - Council Tax Recovery	1	0	0	0	0	0	7	8
Capita - One Stop Shop	0	0	0	1	0	0	1	2
Communities	0	1	1	0	0	0	4	6
Customer Services & ICT	1	0	0	0	0	0	0	1
Environmental Health	1	0	1	1	0	0	0	3
Licensing	0	0	0	1	0	1	1	3
Property Services	0	0	1	0	0	0	1	2
Legal	0	0	0	0	0	0	1	1
Parks & Open Spaces	1	0	0	0	0	0	0	1
Regeneration	1	0	0	0	0	0	0	1
<b>Total</b>	<b>18</b>	<b>5</b>	<b>10</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>43</b>	<b>85</b>
% complaint type of total	21.2	5.9	11.8	9.4	0.0	1.2	50.6	