

# COMPLAINTS FOR 1<sup>st</sup> APRIL 2014 – 31<sup>st</sup> MARCH 2015

Enclosure 14

Date: 4<sup>th</sup> June 2014

	TOTAL	OPEN	CLOSED	COMMENTS
Total Number of complaints	4	3	1	4 complaints – one of which is a Stage II complaint.
Acknowledged within 5 working days	Yes: 4 No: 0	N/A	N/A	
Responded within 20 working days	Yes: 1 No: 0	3	N/A	One complaint closed. Three complaints within time to respond.
STAGE II Complaints	1	1	0	
EX- Gratia Payments	0	N/A	N/A	
<b>BREAKDOWN IN DEPARTMENTS</b>				
Planning Department	4	N/A	N/A	

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<b>Countryside</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	
<b>CEO Department</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	
<b>NOT SPECIFIED</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	