

Number of 3Cs per service area – 1 April 2011 to 31 March 2012

Chief Executive Directorate	Comments	Compliments	Complaints
Democratic Services	5	2	3
Customer Services Directorate	Comments	Compliments	Complaints
Careline	1	162	0
Communications Team	5	0	0
Community Services	2	23	1
Customer Service Centre	5	13	6
Grounds Maintenance	22	25	27
Halls	9	5	0
Information Unit	5	0	0
Leisure	29	44	29
Markets	0	0	8
Museums and Resource Centres	97	1377	0
Parking Services	8	1	15
Waste Management	136	31	143
Financial & Regulatory Directorate	Comments	Compliments	Complaints
Accountancy Services	0	0	0
Benefits	2	9	14
Community Development	3	50	0
Council Tax	7	4	26
Investigations & Benefit Fraud	0	0	0
Land charges	0	1	1
Legal services	1	0	0
Performance, Policy, Partnerships	0	9	0
Post & Administration	2	3	5
Property Services	3	1	3
Revenues Technical	0	0	1
Risk Mgmt & Insurance	0	0	0
Planning, Housing & Enterprise	Comments	Compliments	Complaints
Building Control	1	3	1
Enforcement	3	2	3
Environmental Health	5	3	4
Food Health and Safety	0	0	1
Housing Needs	0	0	7
Licensing & Enforcement	3	0	7
Planning Control & Conservation	8	14	16
Planning Policy	39	2	11
Private Sector Housing	1	4	4
Total	402	1788	336