

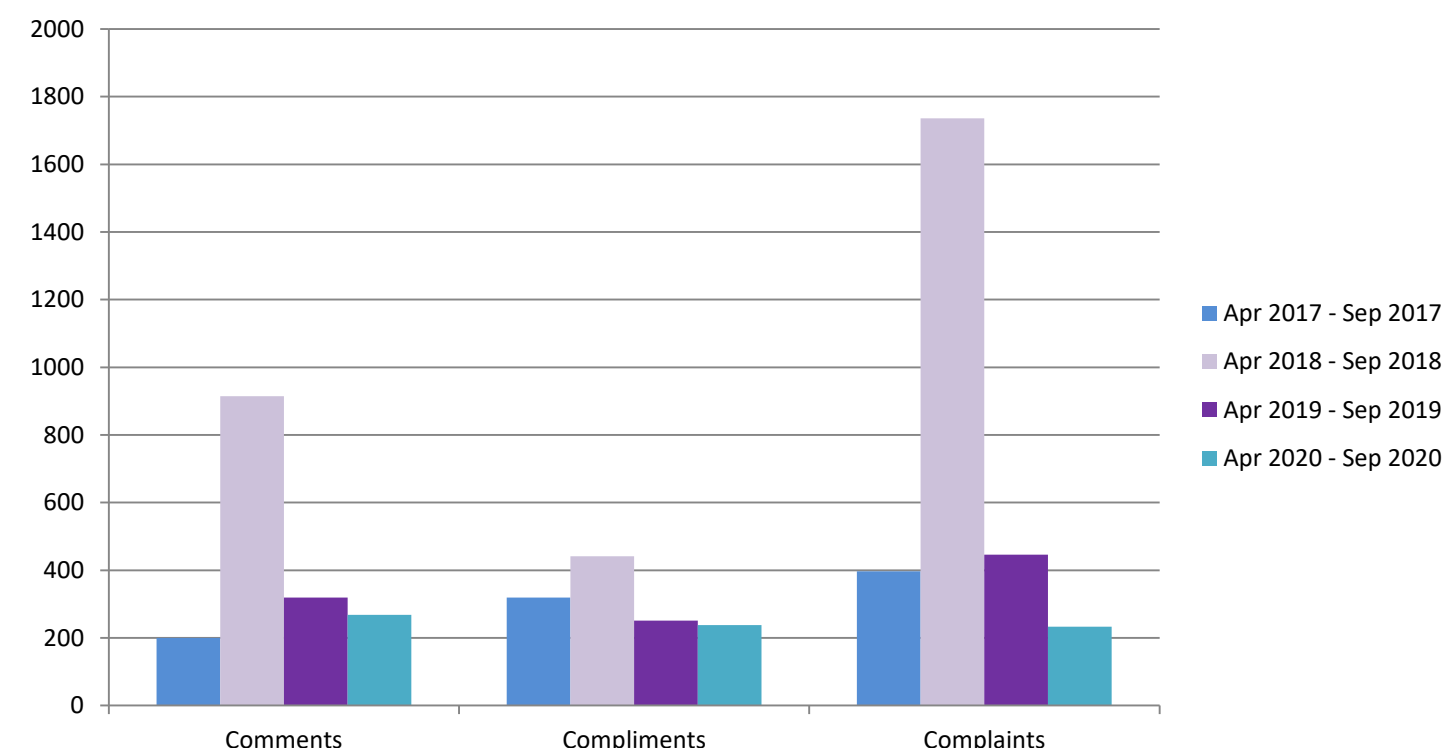
# 3C's Performance Summary - 01 April 2020 – 30 September 2020



## 3C'S RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS

	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept	2020 Apr - Sept
Number of Comments received	67	155	31	9
Number of compliments received	71	84	66	111
Number of complaints received	85	731	176	99
% resolved within 10 working days	68%	44%	73%	79%
Complaints received by the LGO	6	3	3	5

Half Year Annual 3Cs comparisons NHDC & Contractor  
Combined 01 Apr- 30 Sept 2020



## Contractor Complaints Data (all contractors)

	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept	2020 Apr - Sept
Number of Comments received	133	600	288	259
Number of Compliments received	248	210	185	127
Number of Complaints received	312	605	270	134

## Combined Totals

	2017 Apr - Sept	2018 Apr - Sept	2019 Apr - Sept	2020 Apr - Sept
Number of Comments received	200	755	319	268
Number of Compliments received	319	294	251	238
Number of Complaints received	397	1336	446	233

## Local Government Ombudsman Complaint Decisions

Service Area (LGO Classification)	LGO Decision
Planning and Development	Upheld –maladministration and injustice - No further action
Corporate and Other Services	Closed after initial enquiries – out of jurisdiction
Planning and Development	Closed after initial enquiries – out of jurisdiction
Planning and Development	Closed after initial enquiries - No further action

## Waste and Recycling Data (combined)

	Comments	Compliments	Complaints
April – September 20	212	86	144