3C's Performance Summary - April - Sept 2022

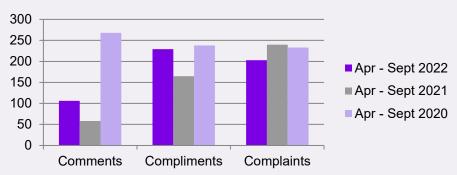
3C'S RECEIVED DIRECTLY AT NHC - 6 MONTHLY COMPARISONS				
	2020 Apr - Sept	2021 Apr - Sept	2022 Apr - Sept	
Number of Comments received	9	12	14	
Number of compliments received	111	87	67	
Number of complaints received	99	169	105	
% resolved within 10 working days	79%	77%	74%	
Complaints received by the LGO	5	4	8	

Contractor Complaints Data (all contractors)

	2020 Apr - Sept	2021 Apr - Sept	2022 Apr - Sept
Number of Comments received	259	374	92
Number of Compliments received	127	78	162
Number of Complaints received	134	71	98

Combined Totals				
	2020 Apr - Sept	2021 Apr - Sept	2022 Apr - Sept	
Number of Comments received	268	386	106	
Number of Compliments received	238	165	229	
Number of Complaints received	233	240	203	

Half Year Annual 3Cs comparisons NHC & Contractors Combined 01 Apr- 30 Sept 2022



Local Government Ombudsman Complaint Decisions				
Service Area (LGO Classification)	LGO Decision			
Corporate and Other Services	Closed after initial enquiries – No further action			
Corporate and Other Services	Closed after initial enquiries – No further action			
Planning and Development	Closed after initial enquiries – Out of jurisdiction			
Planning and Development	Upheld – No further action, organisation already remedied			
Environmental Services & Public Protection & Regulation	LGO proposing to investigate			
Planning and Development	LGO has passed to the investigation team for further consideration			
Environmental Services & Public Protection & Regulation	Closed after initial enquiries – No further action			
Environmental Services & Public Protection & Regulation	LGO has passed to the investigation team for further consideration			

Waste and Recycling Data (combined)				
	Comments	Compliments	Complaints	
April – September 22	10	32	53	

