

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