

3Cs Performance Summary - 01 April 2018 – 30 September 2018



3CS RECEIVED DIRECTLY AT NHDC – 6 MONTHLY COMPARISONS

	2016 Apr - Sept	2017 Apr - Sept	2018 Apr - Sept
Number of Comments received	42	67	155
Number of compliments received	101	71	84
Number of complaints received	126	85	731
% resolved within 10 working days	70%	68%	44%
Complaints received by the LGO	3	6	3

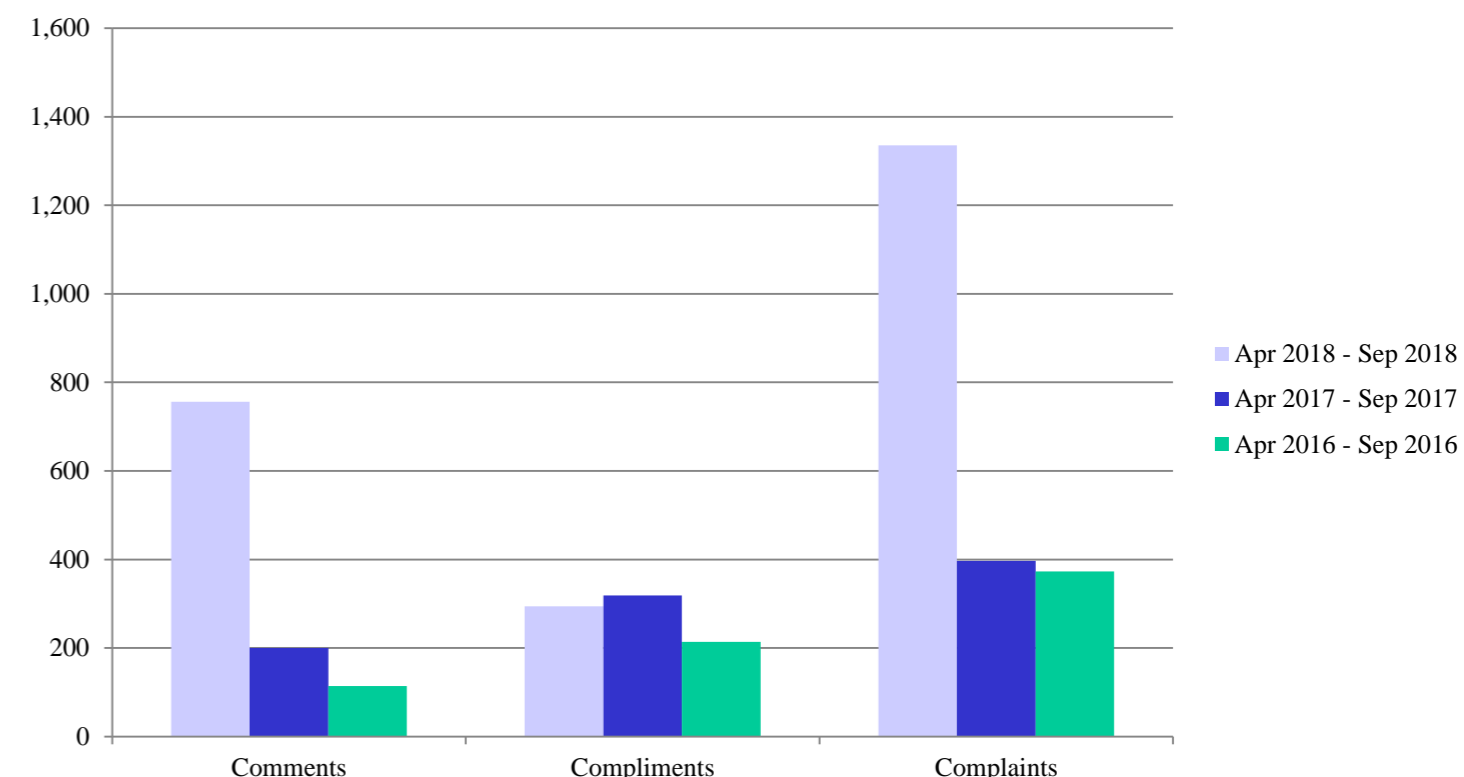
Contractor Complaints Data

	2016 Apr - Sept	2017 Apr - Sept	2018 Apr - Sept
Number of Comments received	72	133	600
Number of Compliments received	113	248	210
Number of Complaints received	247	312	605

Combined Totals

	2016 Apr - Sept	2017 Apr - Sept	2018 Apr - Sept
Number of Comments received	114	200	755
Number of Compliments received	214	319	294
Number of Complaints received	373	397	1336

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



Local Government Ombudsman Complaint Decisions

Service Area (LGO Classification)	LGO Decision
Benefits & Tax (Council Tax)	Not investigated - premature
Planning x 2 (same complaint – 2 complainants)	Upheld maladministration – no injustice

Waste and Recycling Data (combined)

	Comments	Compliments	Complaints
April – September 18	552	34	1110