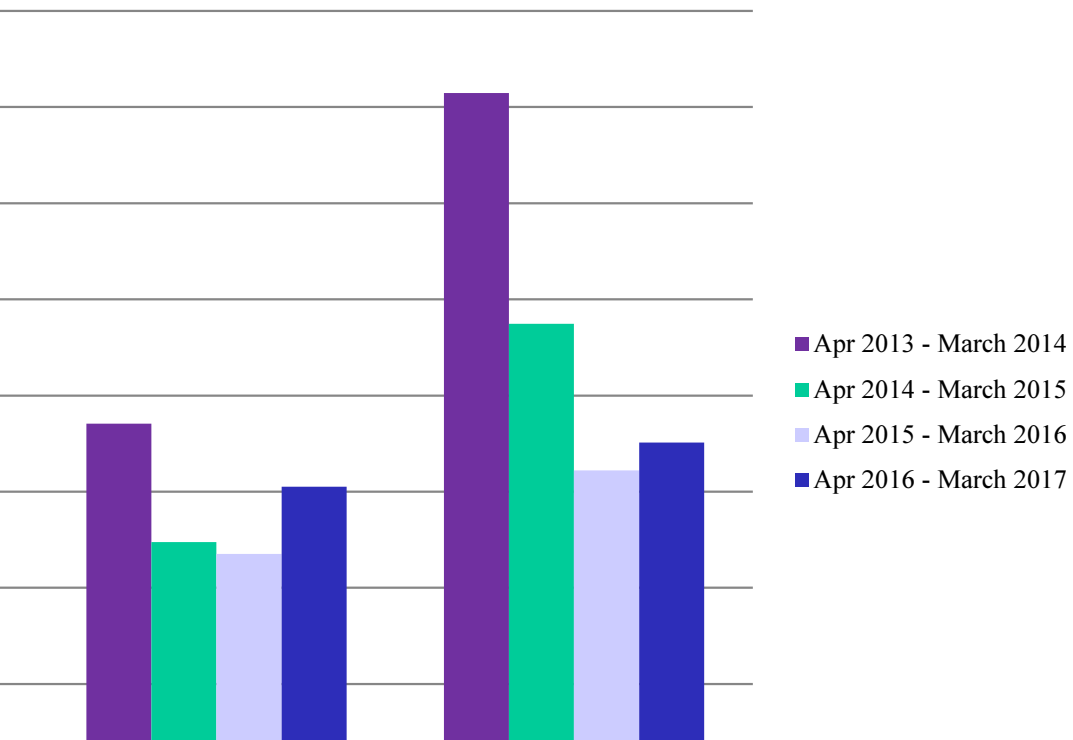


	13/14	14/15	15/16	16/17
Received	315	116	79	70
Received	469	228	207	190
Received	629	333	154	189
Working days	71%	73%	67%	61%
	30%	51%	42%	31%
ALGO	11	9	12	8

### Comparisons - NHDC & Contractors Combined Totals



	13/14	14/15	15/16	16/17	17/18
	<b>Complaints</b>				
John O'Conner	73	63	46	52	1
Veolia	567	407	332	283	1
North Herts Leisure Centre	81	75	60	77	1
Hitchin Swim Centre & Archers	51	27	18	46	1
Royston Leisure Centre	28	44	34	55	1

### Percentage of interactions resulting in a formal complaint

	Number of interactions / collections / visitors	%
NHDC	414,000	100%
Veolia	2,459,882	594%
North Herts Leisure Centre	378,928	91%
Hitchin Swim Centre & Archers	313,421	75%
Royston Leisure Centre	105,000	25%