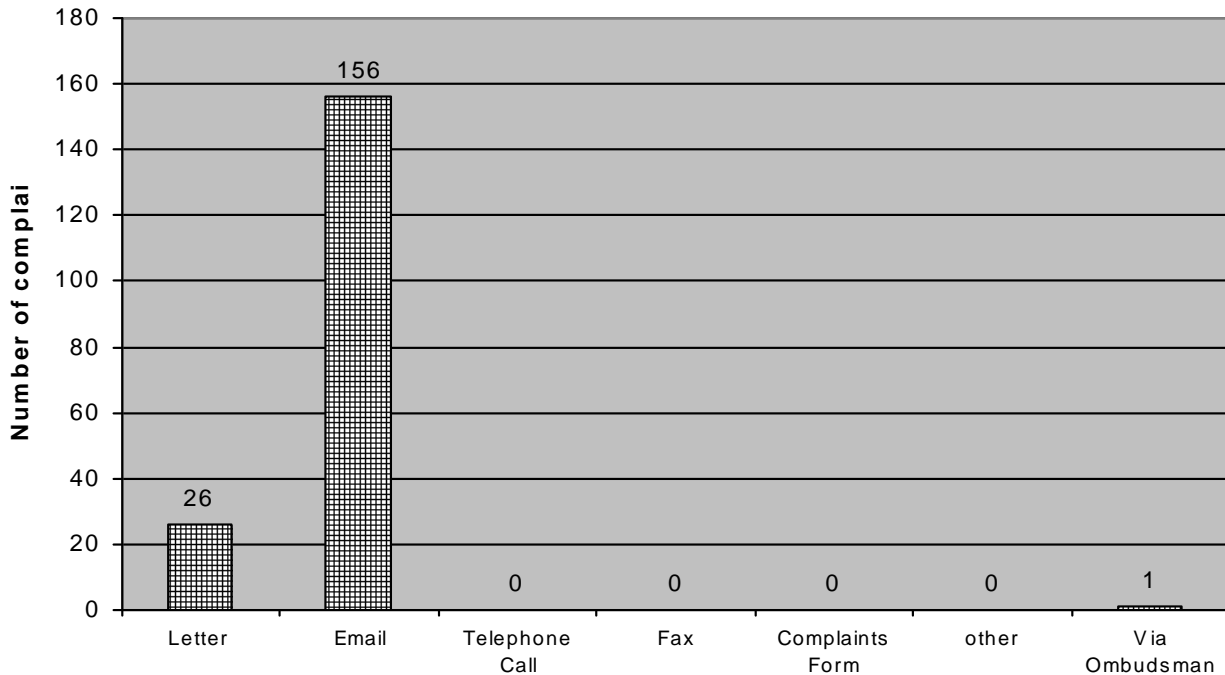


Appendix A

Analysis of complaints received between 1st April 2010 and 31st March 2011

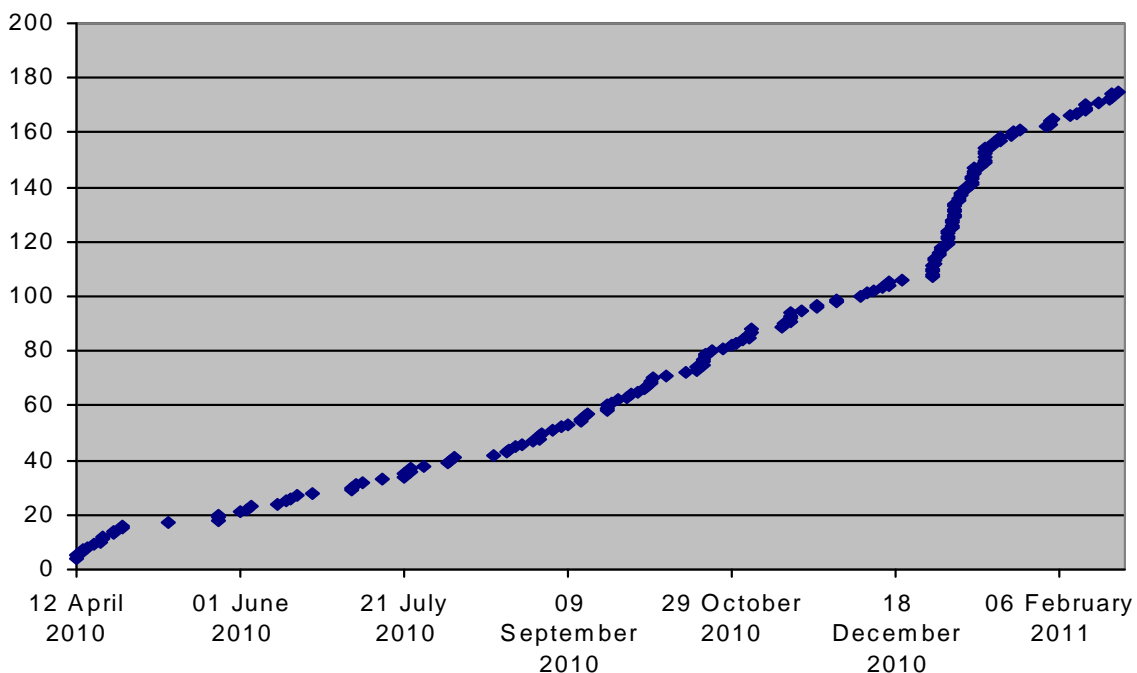
Total number of complaints received relating to West Devon Borough Council was 184 for the year compared to 134 in 2009-10 and 88 in 2008-09. This increase of 37% is mainly due to a sharp increase in the rate of complaints due to severe weather around and just after Christmas of which the majority of complaints were around missed refuse and recycling collections.

How complaints were received:



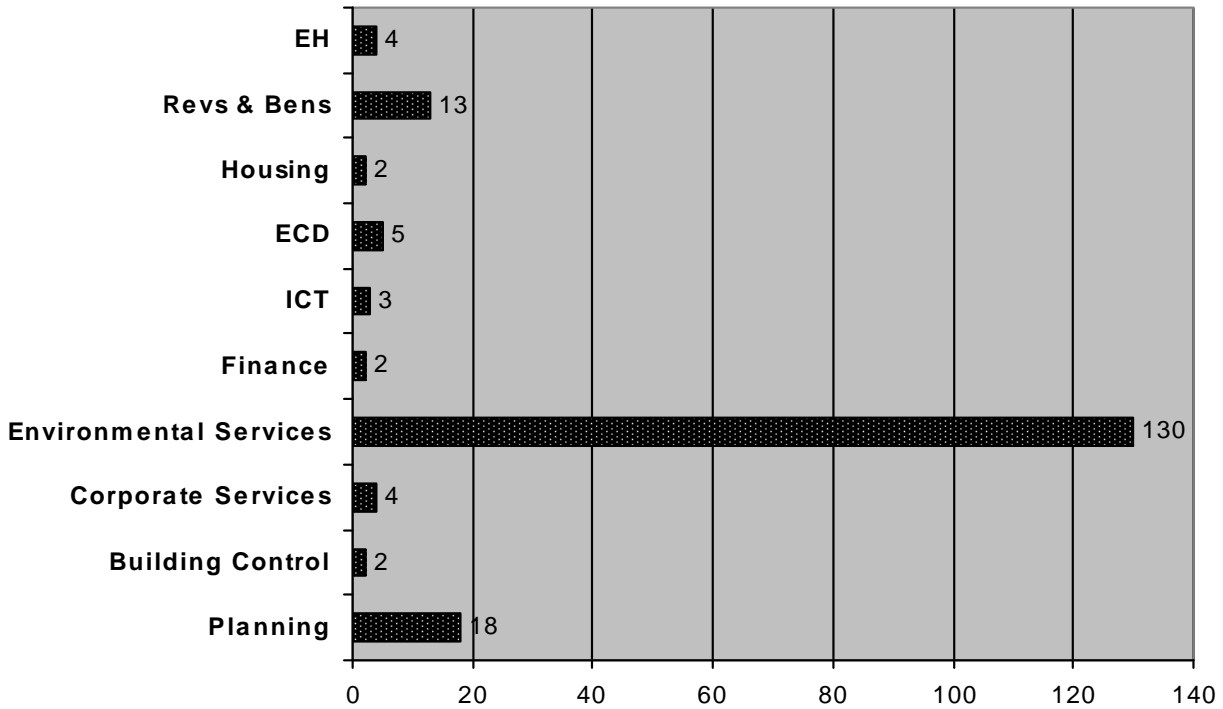
The most popular method of receiving complaints was by email with only 14% arriving by letter. One complaint arrived via the Ombudsman but no other communication route was utilised to contact us.

Timeline of complaints throughout the year



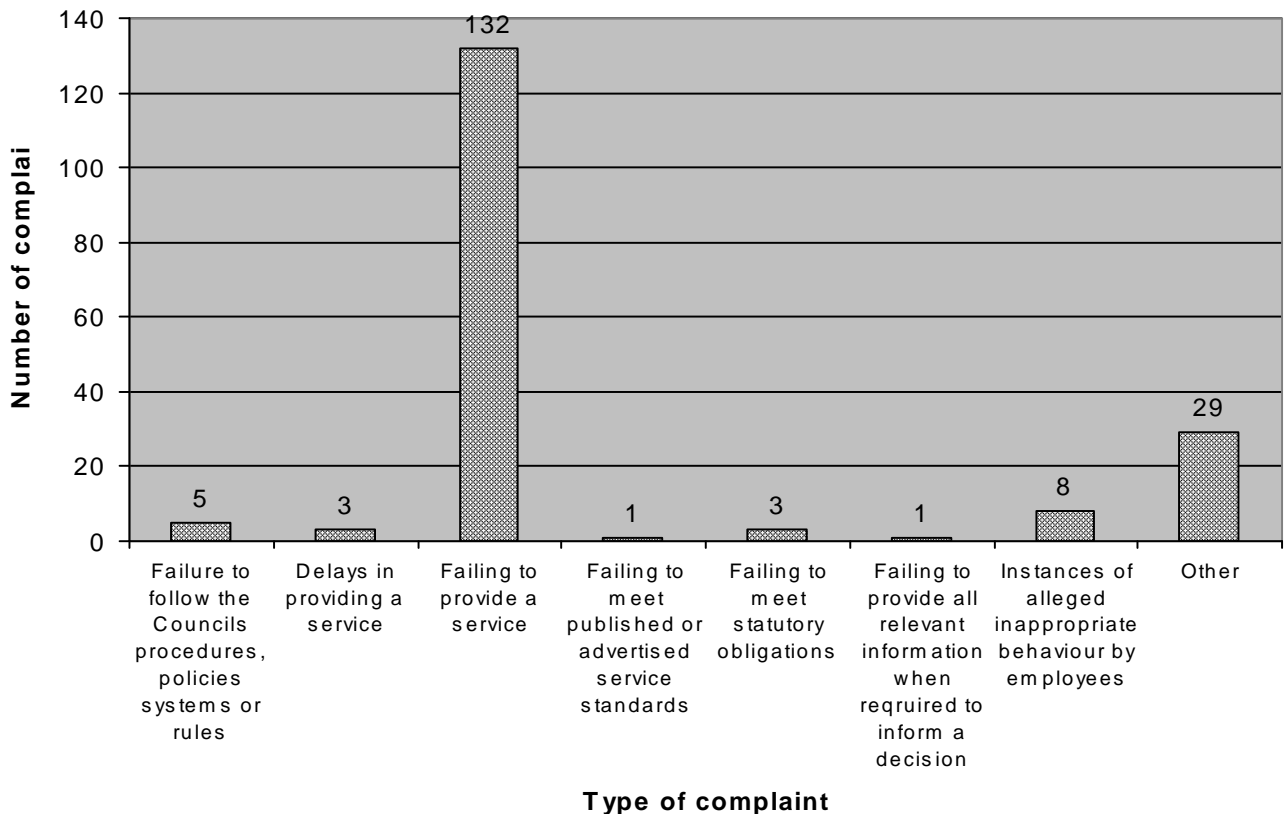
A spike in complaint due to the severe weather can be seen on the graph with around 50 complaints in the two weeks directly after New Year

Type of complaint:



70% of complaints related to Environmental services, including Refuse and Recycling, Car Parking and Street Cleaning. 10% related to Planning issues including Development Management and Enforcement. 7% related to Revenues and Benefits.

Reason for complaint:



Stage complaints reached:

Most complaints are resolved at the first stage (92%). 14 complaints were escalated to stage two of the Complaints Procedure

