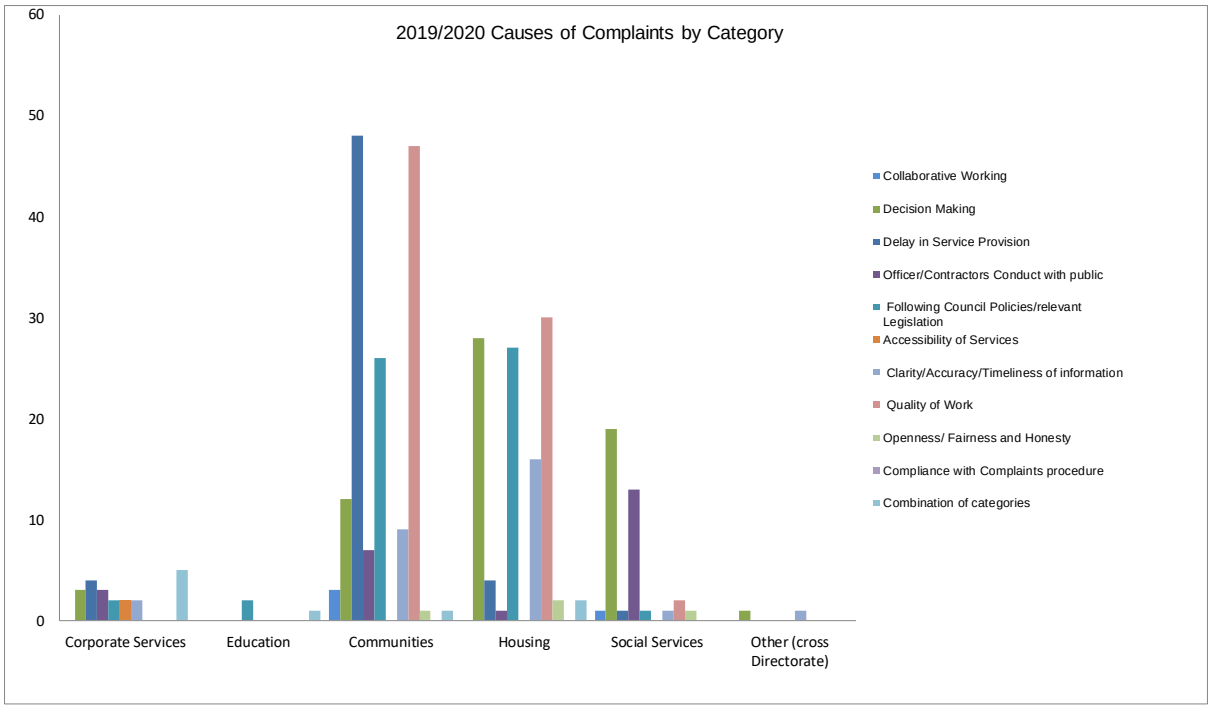
APPENDIX 3


2019/2020 Causes of Complaints by Category
60
50
40
30
20
10
0
Corporate Services
Education
Communities
Housing
Social Services
Other (cross Directorate)
Collaborative Working
Decision Making
Delay in Service Provision
Officer/Contractors Conduct with public
Following Council Policies/relevant Legislation
Accessibility of Services
Clarity/Accuracy/Timeliness of information
Quality of Work
Openness/ Fairness and Honesty
Compliance with Complaints procedure
Combination of categories