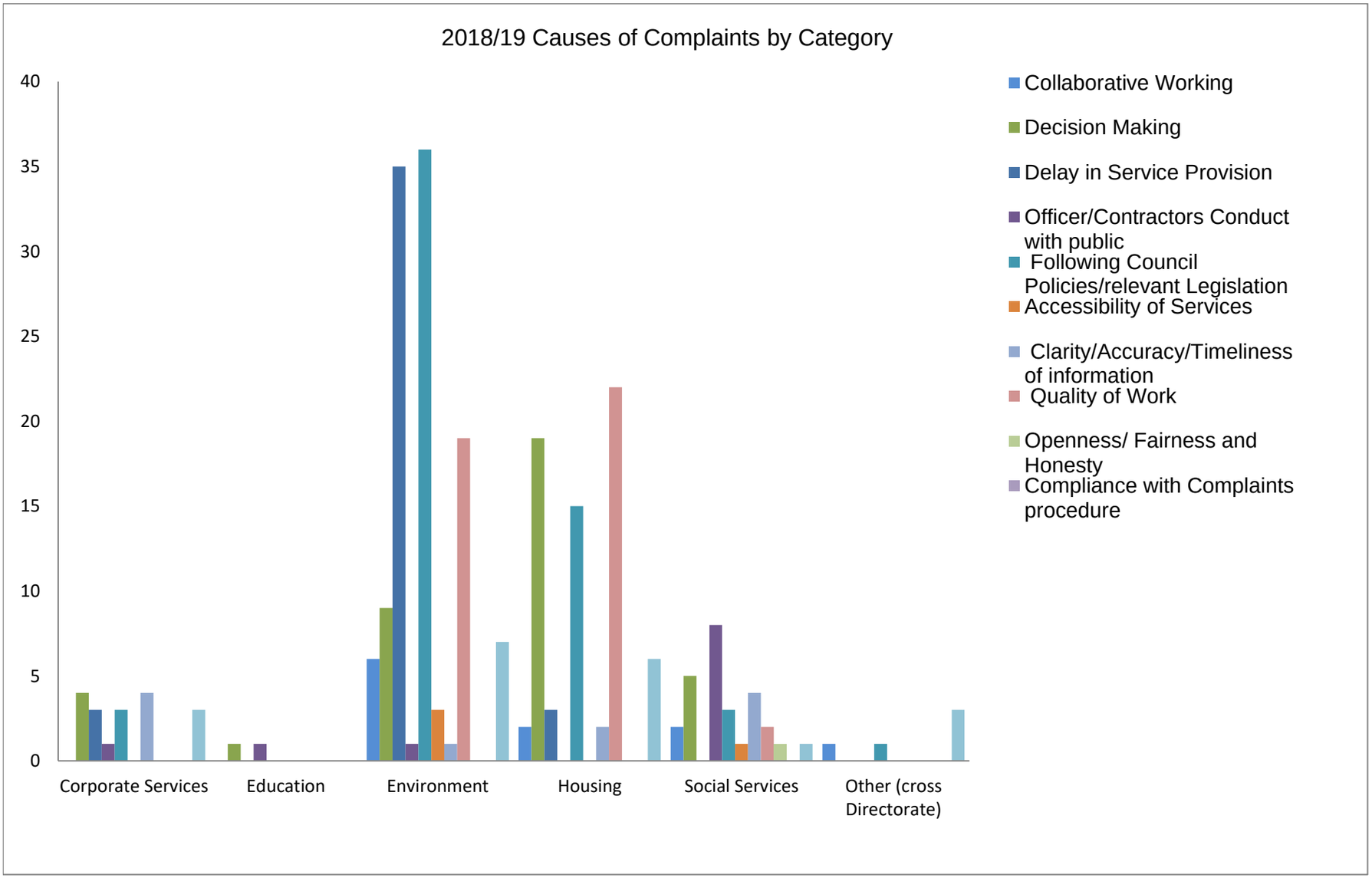
2018/19 Causes of Complaints by Category
40
35
30
25
20
15
10
5
0
Corporate Services
Education
Environment
Housing
Social Services
Other (cross Directorate)
Collaborative Working
Decision Making
Delay in Service Provision
Officer/Contractors Conduct with public
Following Council Policies/relevant Legislation
Accessibility of Services
Clarity/Accuracy/Timeliness of information
Quality of Work
Openness/ Fairness and Honesty
Compliance with Complaints procedure