

**Appendix 3A**

Category	Service Area	Corporate Services	Education	Environment	Housing	Social Services	Other (cross Directorate)
1	Collaborative Working	0	0	6	2	2	1
2	Decision Making	4	1	9	19	5	0
3	Delay in Service Provision	3	0	35	3	0	0
4	Officer/Contractors Conduct with public	1	1	1	0	8	0
5	Following Council Policies/relevant Legislation	3	0	36	15	3	1
6	Accessibility of Services	0	0	3	0	1	0
7	Clarity/Accuracy/Timeliness of information	4	0	1	2	4	0
8	Quality of Work	0	0	19	22	2	0
9	Openness/ Fairness and Honesty	0	0	0	0	1	0
10	Compliance with Complaints procedure	0	0	0	0	0	0
11	A combination of categories	3	0	7	6	1	3
	<b>Total number of complaints</b>	<b>18</b>	<b>2</b>	<b>117</b>	<b>69</b>	<b>27</b>	<b>5</b>

**\* 1 Complaint is ongoing in Housing & 1 complaint is ongoing in Environment**

**& 1 complaint ongoing in social services & 1 did not proceed**