

## Complaints, ME's, and correspondence received

The charts below show members' enquiries (ME's), stage one, two and three complaints received, plus some correspondence. Services use a variety of methods to record correspondence, so not all will be shown below.

Some sections do not log member enquiries on icasework.

### Cases received - by service area

Department	Stage 1	Stage 2	Stage 3	Member enquiry	Comment	Compliment	General enquiry	Total
Uncategorised	2	0	0	2	0	0	0	4 (0.03%)
Children's Services (inc Education)	67	3	1	4	2	1	3	81 (0.5%)
Communities, Law & Governance	19	1	0	5	0	0	4	29 (0.2%)
Deputy Chief Executive	819	109	43	235	3	12	28	1249 (8%)
Environment	1724	149	52	989	37	61	132	3144 (21%)
Revenues & Benefits	903	101	37	1150	-	2	17	
Finance & Resources	12	1	1	1	1	1	-	238 (1.6%)
Housing	4549	703	314	3375	5	42	1055	10,043 (67%)
Regeneration & Neighbourhoods	129	19	13	102	1	2	25	291 (2%)
<b>Total</b>	<b>7514</b>	<b>987</b>	<b>424</b>	<b>4733</b>	<b>51</b>	<b>120</b>	<b>1250</b>	<b>15,079</b>

### Cases responded within target - by service area (%)

Department	Stage 1	Stage 2	Stage 3	Comment	Compliment	General enquiry	Member enquiry
<b>Deputy Chief Executive</b>	89% (712/801)	65% (87/134)	71% (29/41)	0% (0/1)	60% (6/10)	76% (16/21)	93% (210/227)
<b>Regeneration &amp; Neighbourhoods</b>	46% (54/118)	37% (10/27)	69% (9/13)	-	50% (1/2)	45% (13/29)	52% (50/96)
<b>Housing</b>	88% (3834/4382)	50% (384/764)	66% (181/276)	80% (4/5)	48% (22/46)	78% (802/1025)	88% (2969/3360)
<b>Finance &amp; Resources</b>	71% (5/7)	100% (1/1)	100% (1/1)	0% (0/2)	100% (1/1)	-	90% (19/21)
<b>Revenues &amp; Benefits</b>	89% (751/847)	64% (78/121)	66% (23/35)	-	50% (1/2)	86% (12/14)	90% (82/92)
<b>Environment</b>	82% (1397/1697)	69% (93/141)	91% (40/45)	74% (26/35)	66% (39/59)	78% (93/119)	88% (845/962)
<b>Children's Services (inc Education and Childrens Act)</b>	65% (95/160)	50% (10/20)	67% (4/6)	100% (2/2)	-	-	-
<b>Communities, Law &amp; Governance</b>	54% (7/13)	100% (1/1)	-	-	-	100% (1/1)	100% (1/1)