




**Wycombe District Council
Complaints/Compliments - Year on Year
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4				
		Target for Q1	Outturn Apr - Jun	▲ ● ★	Target for Q2	Outturn Jul - Sep	▲ ● ★	Target for Q3	Outturn Oct - Dec	▲ ● ★	Target for Q4	Outturn Jan-Mar	Year to date	% variance against target	▲ ● ★
Compliments and Complaints															
2009-10 Year	Number of compliments received	n/a	95	n/a	n/a	82	n/a	n/a	80	n/a	n/a	82	339	n/a	n/a
2010-11 Year	Number of compliments received	n/a	97	n/a	n/a	74	n/a	n/a	87	n/a	n/a	88	346	n/a	n/a
2009-10 Year	Number of complaints received	n/a	133	n/a	n/a	85	n/a	n/a	47	n/a	n/a	69	334	n/a	n/a
2010-11 Year	Number of complaints received	n/a	65	n/a	n/a	54	n/a	n/a	69	n/a	n/a	64	252	n/a	n/a
2009-10 Year	Percentage of complaints answered within 10 working days	90%	90.23%	●	90%	90.59%	●	90%	87.23%	●	90%	92.75%	90.42%	0.42%	●
2009-10 Year	Number answered within 10 working days		120			77			41			64	302		
2009-10 Year	Number of complaints		133			85			47			69	334		
2010-11 Year	Percentage of complaints answered within 10 working days	90%	93.85%	●	90%	90.74%	●	90%	88.41%	●	90%	93.75%	91.62%	1.62%	●
2010-11 Year	Number answered within 10 working days		61			49			61			60	231		
2010-11 Year	Number of complaints		65			54			69			64	252		
2009-10 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	94.34%	●	90%	90.20%	●	90%	100.00%	★	90%	92.68%	93.67%	3.67%	●
2009-10 Year	Number of people satisfied with SPEED		100			46			23			38	207		
2009-10 Year	Number of responses		106			51			23			41	221		

**Wycombe District Council
Complaints/Compliments - Year on Year
Comparison**

		Quarter 1			Quarter 2			Quarter 3			Quarter 4				
		Target for Q1	Outturn Apr - Jun		Target for Q2	Outturn Jul - Sep		Target for Q3	Outturn Oct - Dec		Target for Q4	Outturn Jan-Mar	Year to date	% variance against target	
2010-11 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.77%		90%	86.21%		90%	91.67%		90%	100.00%	94.12%	4.12%	
2010-11 Year	Number of people satisfied with SPEED		30			25			22			35	112		
2010-11 Year	Number of responses logged		31			29			24			35	119		
2009-10 Year	Satisfaction with complaints handling: OUTCOME	90%	83.96%		90%	88.24%		90%	95.65%		90%	87.80%	86.88%	-3.12%	
2009-10 Year	Number of people satisfied with OUTCOME		89			45			22			36	192		
2009-10 Year	Number of responses		106			51			23			41	221		
2010-11 Year	Satisfaction with complaints handling: OUTCOME	90%	90.32%		90%	75.86%		90%	79.17%		90%	88.57%	84.03%	-5.97%	
2010-11 Year	Number of people satisfied with OUTCOME		28			22			19			31	100		
2010-11 Year	Number of responses logged		31			29			24			35	119		
2009-10 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	90%	87.74%		90%	90.20%		90%	100.00%		90%	90.00%	90.05%	0.05%	
2009-10 Year	Number of people satisfied with COMPLAINT HANDLING		93			46			23			37	199		
2009-10 Year	Number of responses		106			51			23			41	221		
2010-11 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	90%	96.77%		90%	75.86%		90%	83.33%		90%	94.29%	88.24%	-1.76%	
2010-11 Year	Number of people satisfied with COMPLAINT HANDLING		30			22			20			33	105		
2010-11 Year	Number of responses logged		31			29			24			35	119		

Symbols Used:

	Exceeds target by more than 5%
	Within +/- 5% of target
	More than 5% below target