










**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															
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
2011-12 Year	Number of compliments received	n/a	79	n/a	n/a	94	n/a	n/a		n/a	n/a		173	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
2011-12 Year	Number of complaints received	n/a	79	n/a	n/a	67	n/a	n/a		n/a	n/a		146	n/a	n/a
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		
2011-12 Year	Percentage of complaints answered within 10 working days	90%	87.34%	●	90%	86.57%	●	90%			90%		86.99%	-3.01%	●
2011-12 Year	Number answered within 10 working days		69			58							127		
2011-12 Year	Number of complaints		79			67							146		
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		31			29			24			35	119		
2011-12 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.43%	★	90%	100.00%	★	90%			90%		97.78%	7.78%	★
2011-12 Year	Number of people satisfied with SPEED		27			17							44		

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		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	
2011-12 Year	Number of responses logged		28			17							45		
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		31			29			24			35	119		
2011-12 Year	Satisfaction with complaints handling: OUTCOME	90%	96.43%		90%	82.35%		90%			90%		91.11%	1.11%	
2011-12 Year	Number of people satisfied with OUTCOME		27			14							41		
2011-12 Year	Number of responses logged		28			17							45		
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		31			29			24			35	119		
2011-12 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	90%	96.43%		90%	95.56%		90%			90%		95.89%	5.89%	
2011-12 Year	Number of people satisfied with COMPLAINT HANDLING		27			43							70		
2011-12 Year	Number of responses logged		28			45							73		

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