

**Items by Type by Business Unit by In Target between  
01/07/12 and 30/09/12**

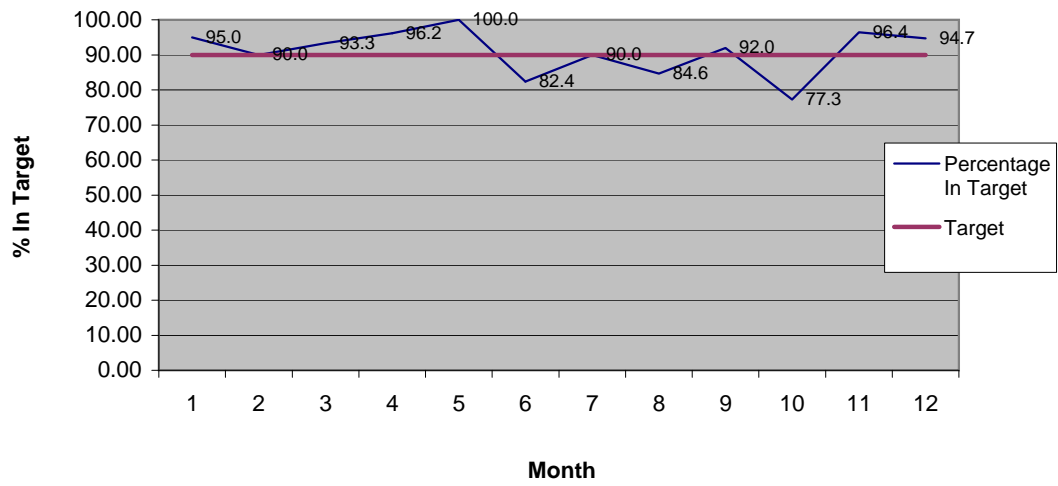
		<b>Total</b>
<b>Comments</b>		
Customer Service Centre	In Target	6
Green Space Contracts	Out of Target	1
Sports Centres Client	In Target	1
<b>Total for Comments</b>		<b>9</b>
<b>Complaints</b>		
Council Tax	In Target	11
Customer Service Centre	Out of Target	1
	In Target	15
Development Management	In Target	14
Elections/Land Charges	In Target	2
Environmental Health	In Target	2
Green Space Contracts	In Target	2
Housing Applications	Out of Target	1
	In Target	2
Housing Benefit	In Target	2
Housing Development	In Target	1
Information Systems	In Target	1
Internal Audit and Risk Management	In Target	1
Ranger Services	In Target	1
Refuse	In Target	1
Spatial Planning	In Target	2
Sports Centres Client	In Target	3
<b>Total for Complaints</b>		<b>62</b>

<b>Items by Type by Business Unit by In Target between 01/07/12 and 30/09/12</b>		
		<b>Total</b>
<b>Compliments</b>		
Building Control	In Target	1
Cohesion	In Target	1
Communications	In Target	1
Community Safety	In Target	5
Council Secretariat	In Target	1
Customer Service Centre	In Target	15
Demo & Legal HoS & PA/Complaints Officer	In Target	1
Development Management	In Target	10
Elections/Land Charges	In Target	5
Environmental Health	In Target	15
Green Space Contracts	In Target	3
Housing Management	In Target	1
Parking - Off-street	In Target	20
Policy & Communications	In Target	1
Ranger Services	In Target	3
Refuse	In Target	1
Sports Centres Client	In Target	2
Sports Development	In Target	3
<b>Total for Compliments</b>		<b>89</b>
<b>Internal Client Compliments</b>		
Council Secretariat	In Target	1
Green Space Contracts	In Target	1
<b>Total for Internal Client Compliments</b>		<b>2</b>

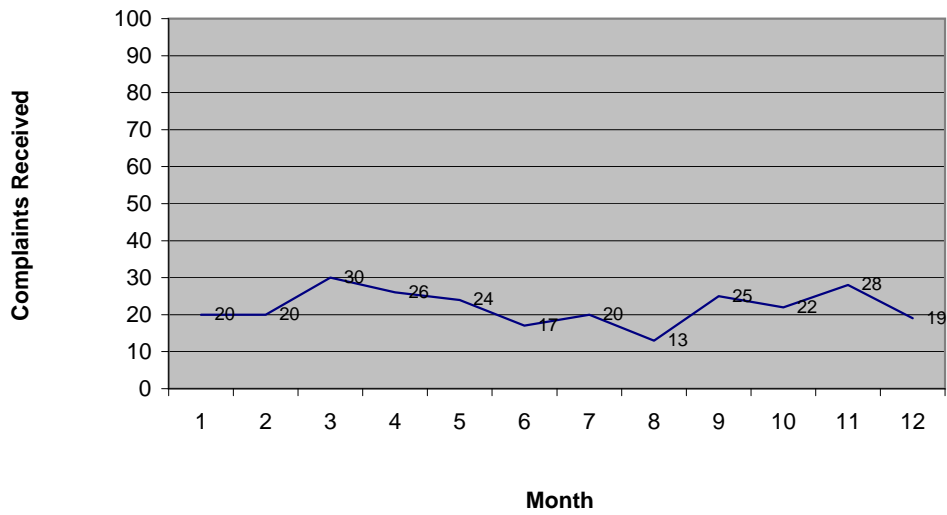
Service Improvements from 01/07/12 to 30/09/12

Business Unit			Subject	Improvement
Housing Applications				
	Complaint	10354	Administration of Housing Application	Improvements to duty appointment system
Refuse				
	Complaint	10360	Bin collection	Discussions held with contractor

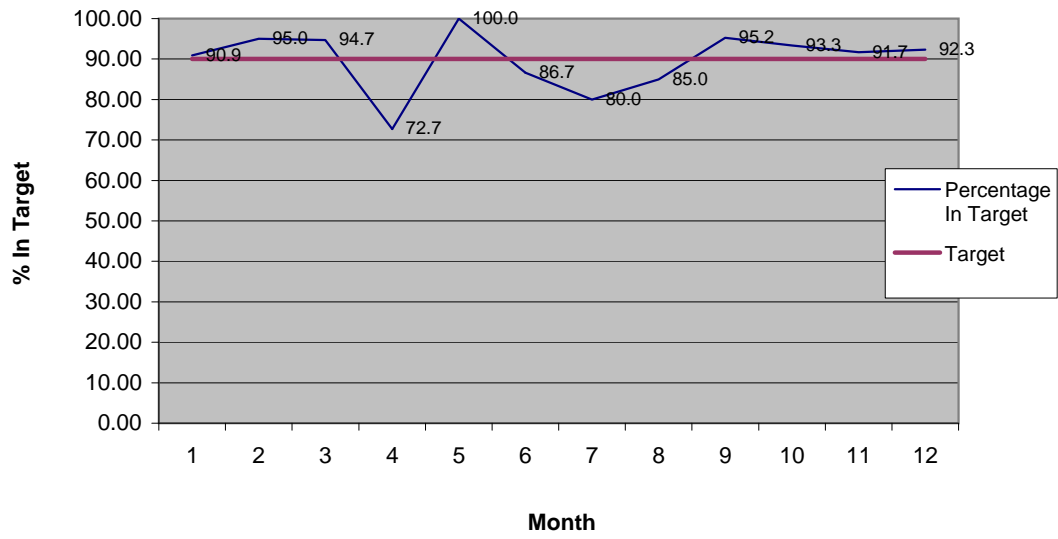
### WDC Complaints in target 2010



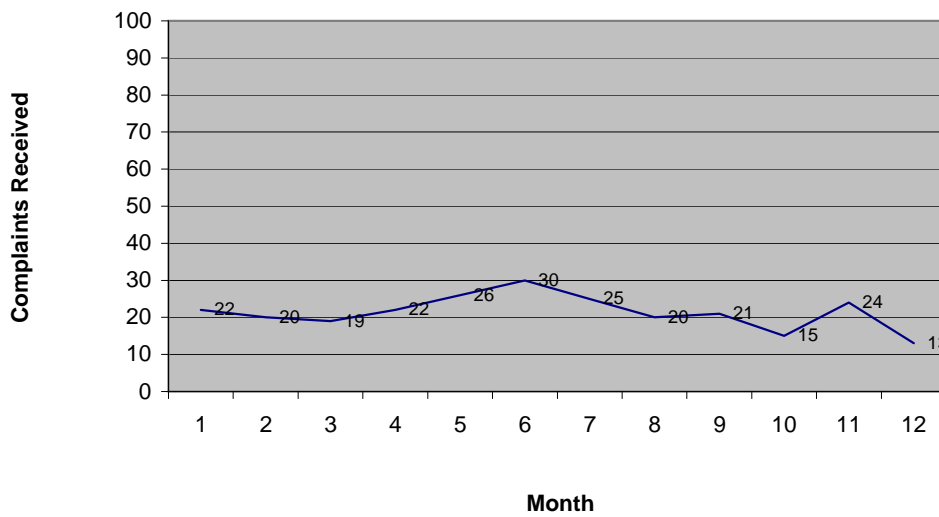
### WDC Complaints Received 2010



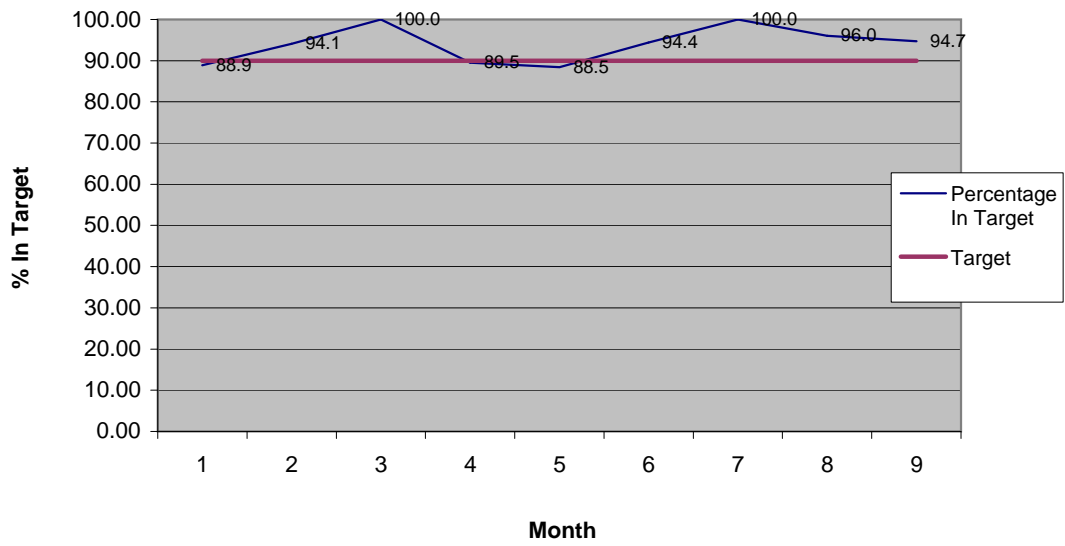
### WDC Complaints in target 2011



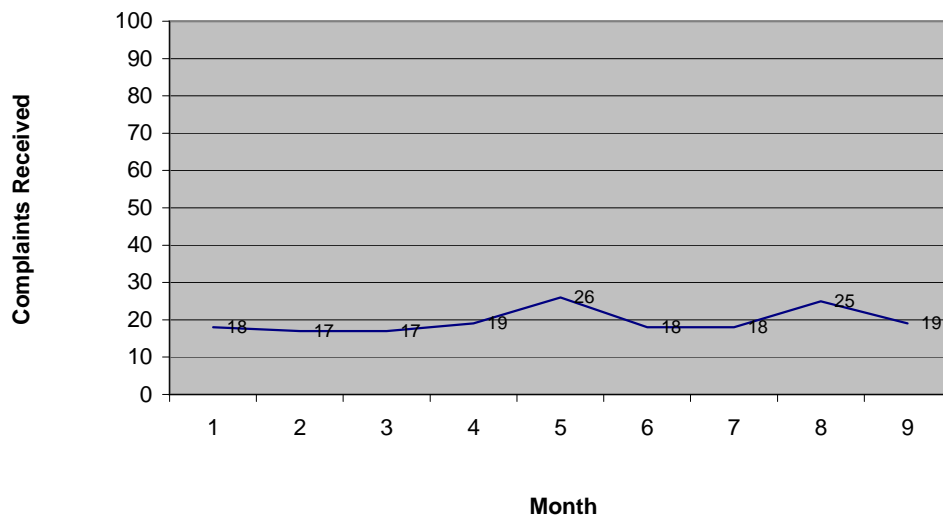
### WDC Complaints Received 2011



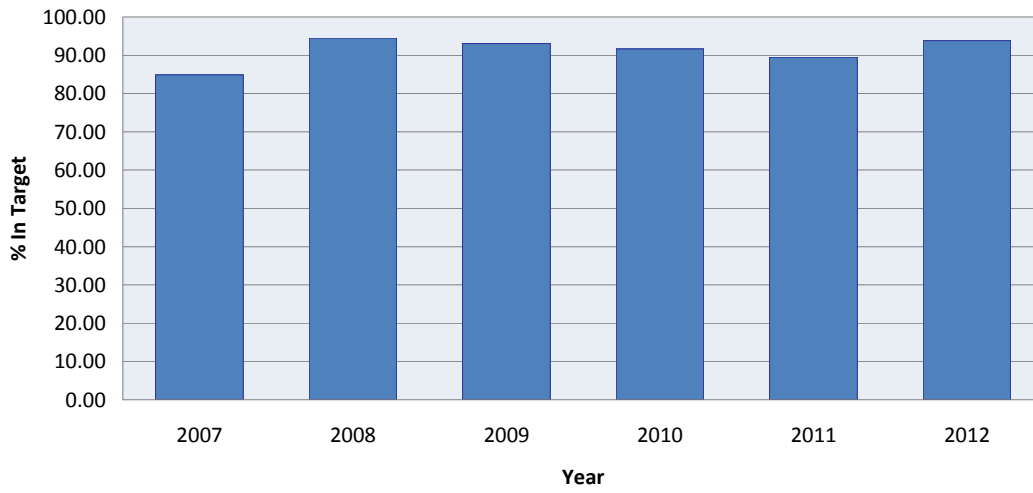
### WDC Complaints in target 2012

























### WDC Complaints Received 2012



## WDC Complaints In Target 2007 - 2012


























**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	  
<b>Compliments and Complaints</b>															
2011-12 Year	Number of <b>compliments</b> received	n/a	79	n/a	n/a	94	n/a	n/a	60	n/a	n/a	55	233		
2012-13 Year	Number of <b>compliments</b> received	n/a	95	n/a	n/a	89	n/a								
2011-12 Year	Number of <b>complaints</b> received	n/a	79	n/a	n/a	67	n/a	n/a	53	n/a	n/a	53	199		
2012-13 Year	Number of <b>complaints</b> received	n/a	65	n/a	n/a	62	n/a								
2011-12 Year	Percentage of complaints answered within 10 working days	90%	87.34%		90%	86.57%		90%	92.45%		90%	92.45%	89.29%	-0.71%	
2011-12 Year	Number answered within 10 working days		69			58			49			49	225		
2011-12 Year	Number of complaints		79			67			53			53	252		
2012-13 Year	Percentage of complaints answered within 10 working days	90%	90.63%		90%	96.77%		90%							
2012-13 Year	Number answered within 10 working days		58			60									
2012-13 Year	Number of complaints		64			62									
2011-12 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.43%		90%	100.00%		90%	88.89%		90%	88.89%	95.83%	5.83%	
2011-12 Year	Number of people satisfied with SPEED		27			17 1			24			24	92		



**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	  
2011-12 Year	Number of responses logged		28			17			27			27	96		
2012-13 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	n/a	95.12%		n/a	90.32%		n/a		n/a					
2012-13 Year	Number of people satisfied with SPEED		39			28									
2012-13 Year	Number of responses logged		41			31									
2011-12 Year	Satisfaction with complaints handling: OUTCOME	90%	96.43%		90%	82.35%		90%	77.78%		90%	88.89%	89.58%	-0.42%	
2011-12 Year	Number of people satisfied with OUTCOME		27			14			21			24	86		
2011-12 Year	Number of responses logged		28			17			27			27	96		
2012-13 Year	Satisfaction with complaints handling: OUTCOME	n/a	90.24%		n/a	93.55%		n/a		n/a					
2012-13 Year	Number of people satisfied with OUTCOME		37			29									
2012-13 Year	Number of responses logged		41			31									
2011-12 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	90%	96.43%		90%	95.56%		90%	81.48%		90%	88.89%	91.34%	1.34%	
2011-12 Year	Number of people satisfied with COMPLAINT HANDLING		27			43			22			24	116		
2011-12 Year	Number of responses logged		28			45			27			27	127		
2012-13 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	n/a	87.80%		n/a	87.10%		n/a		n/a					
2012-13 Year	Number of people satisfied with COMPLAINT HANDLING		36			27									
2012-13 Year	Number of responses logged		41			31									

**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	▲ ● ★

<b>Symbols Used:</b>	
★	Exceeds target by more than 5%
●	Within +/- 5% of target
▲	More than 5% below target