

# Items by Type by Business Unit by In Target between 01/10/2012 and 31/12/2012

		Total
<b>Comments</b>		
Development Management	Out of Target	1
	In Target	1
<b>Total for Comments</b>		<b>2</b>
<b>Complaint</b>		
Building Control	In Target	1
Council Tax	Out of Target	1
	In Target	15
Customer Service Centre	In Target	10
Development Management	In Target	16
Elections/Land Charges	In Target	4
Environmental Health	In Target	7
Green Space Contracts	In Target	4
Homelessness	In Target	2
Housing Applications	In Target	2
Housing Benefit	In Target	1
Housing Management	In Target	1
Museum - Wycombe	In Target	1
Parking - Off-street	In Target	3
Refuse	In Target	3
Spatial Planning	In Target	2
Sports Centres Client	In Target	7
<b>Total for Complaint</b>		<b>80</b>
<b>Compliment</b>		
Building Control	In Target	2
Cohesion	In Target	1
Communications	In Target	2
Corporate Administration	In Target	2

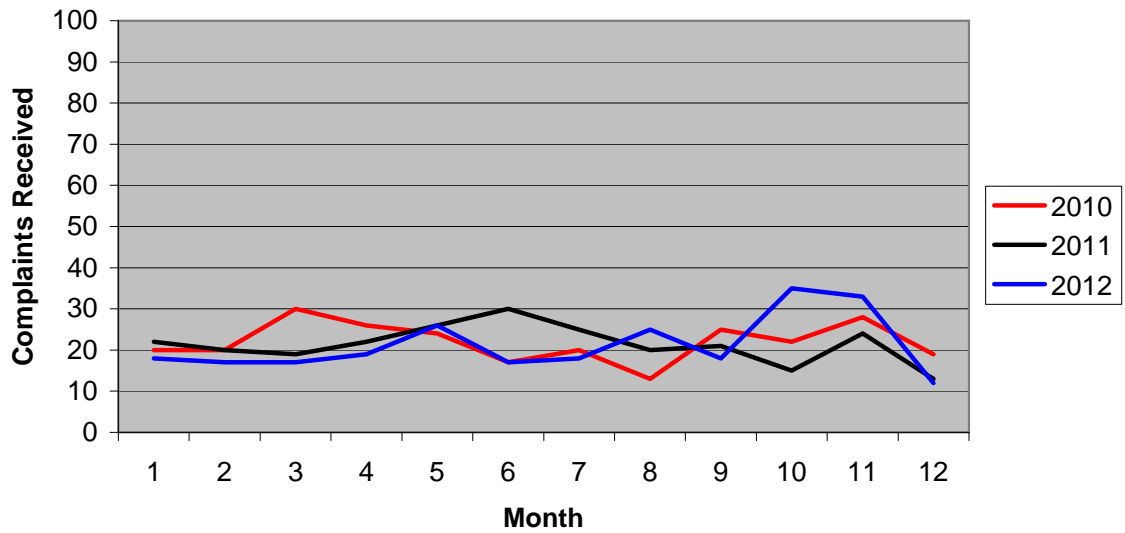
# Items by Type by Business Unit by In Target between 01/10/2012 and 31/12/2012

		<b>Total</b>
Customer Service Centre	In Target	29
Demo & Legal HoS & PA/Complaints Officer	In Target	2
Development Management	In Target	11
Elections/Land Charges	In Target	2
Environmental Health	In Target	14
Green Space Contracts	In Target	1
Housing Applications	In Target	1
Legal Services	In Target	1
Museum - Wycombe	In Target	4
Parking - Off-street	In Target	20
Ranger Services	In Target	3
Recycling	In Target	1
Refuse	In Target	2
Spatial Planning	In Target	1
Sports Centres Client	In Target	1
Sports Development	In Target	7
Tourism	In Target	1
<b>Total for Compliment</b>		<b>108</b>
<b>Internal Client Compliments</b>		
Building Control	In Target	1
Spatial Planning	In Target	1
Sports Development	In Target	1
<b>Total for Internal Client Compliments</b>		<b>3</b>

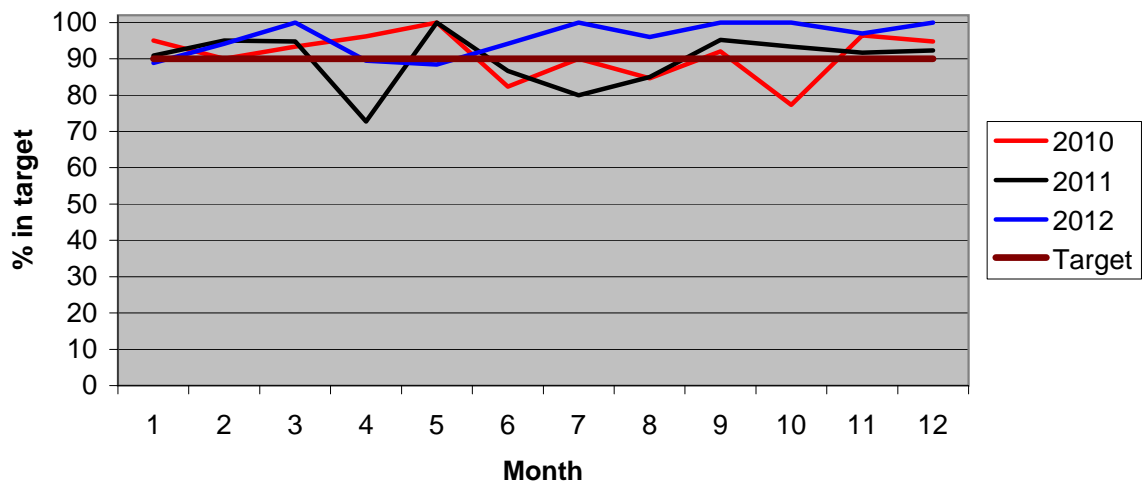
## Service Improvements from 01/10/12 to 31/12/12

Item Type	Item No	Subject	Details of improvement
<b>Homelessness</b> Complaint	10744	Unsuitable temporary accommodation	Changes in procedure regarding inspection of properties
<b>Refuse</b> Complaint	10779	Missed Bins	Officer site visit + discussion with contractor

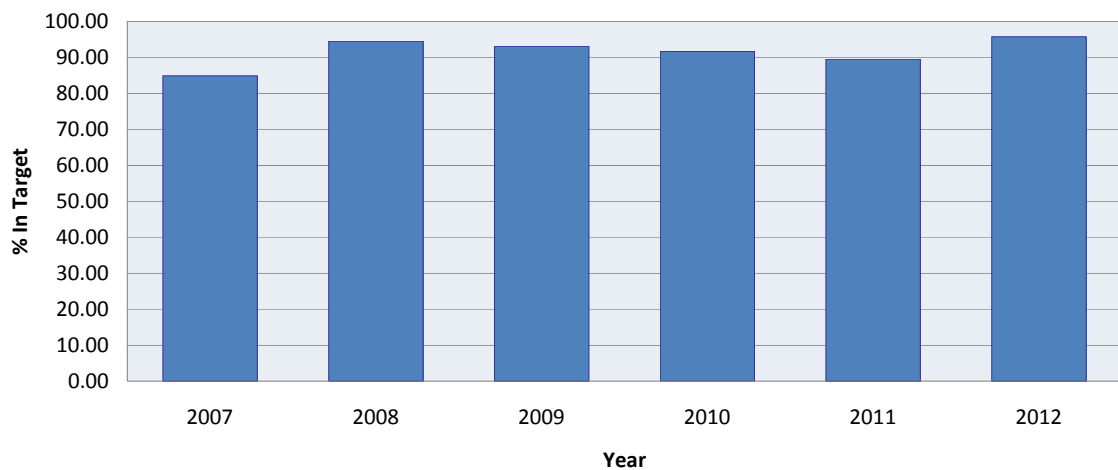
### WDC Complaints Received by Month 2010-2012


























### WDC Complaints in target 2010-2012
























### 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>															
<b>2011-12 Year</b>	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		
<b>2012-13 Year</b>	Number of <b>compliments</b> received	n/a	95	n/a	n/a	89	n/a	n/a	108						
<b>2011-12 Year</b>	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		
<b>2012-13 Year</b>	Number of <b>complaints</b> received	n/a	65	n/a	n/a	62	n/a	n/a	80						
<b>2011-12 Year</b>	Percentage of complaints answered within 10 working days	90%	87.34%		90%	86.57%		90%	92.45%		90%	92.45%	89.29%	-0.71%	
<b>2011-12 Year</b>	Number answered within 10 working days		69			58			49			49	225		
<b>2011-12 Year</b>	Number of complaints		79			67			53			53	252		
<b>2012-13 Year</b>	Percentage of complaints answered within 10 working days	90%	90.63%		90%	96.77%		90%	98.75%						
<b>2012-13 Year</b>	Number answered within 10 working days		58			60			79						
<b>2012-13 Year</b>	Number of complaints		64			62			80						
<b>2011-12 Year</b>	Satisfaction with complaints handling: SPEED OF RESPONSE	90%	96.43%		90%	100.00%		90%	88.89%		90%	88.89%	95.83%	5.83%	
<b>2011-12 Year</b>	Number of people satisfied with SPEED		27			17			24			24	92		
<b>2011-12 Year</b>	Number of responses logged		28			17			27			27	96		

**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	
2012-13 Year	Satisfaction with complaints handling: SPEED OF RESPONSE	n/a	95.12%		n/a	90.32%		n/a	91.67%		n/a				
2012-13 Year	Number of people satisfied with SPEED		39			28			22						
2012-13 Year	Number of responses logged		41			31			24						
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	87.50%		n/a				
2012-13 Year	Number of people satisfied with OUTCOME		37			29			21						
2012-13 Year	Number of responses logged		41			31			24						
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	87.50%		n/a				
2012-13 Year	Number of people satisfied with COMPLAINT HANDLING		36			27			21						
2012-13 Year	Number of responses logged		41			31			24						
Symbols Used:															
	Exceeds target by more than 5%														
	Within +/- 5% of target														
	More than 5% below target														