

## Items by Type by Business Unit by In Target between 01/10/2013 and 31/12/2013

Business Unit		Total
<b>Comments</b>		
Building Control	In Target	1
Sports Centres Client	In Target	1
<b>Total for Comments</b>		<b>2</b>
<b>Complaints</b>		
Communications	In Target	1
Council Tax	Out of Target	2
	In Target	8
Customer Service Centre	Out of Target	1
	In Target	3
Development Management	In Target	11
Environmental Health	In Target	2
Homelessness	In Target	1
Housing Applications	Out of Target	1
	In Target	2
Housing Benefit	Out of Target	1
	In Target	1
Housing Management	Out of Target	1
	In Target	1
Museum - Wycombe	In Target	1
Parking - Off-street	In Target	7
Refuse	In Target	7
Spatial Planning	In Target	2
Sports Centres Client	In Target	3
Visiting and Investigation	In Target	1
<b>Total for Complaints</b>		<b>57</b>

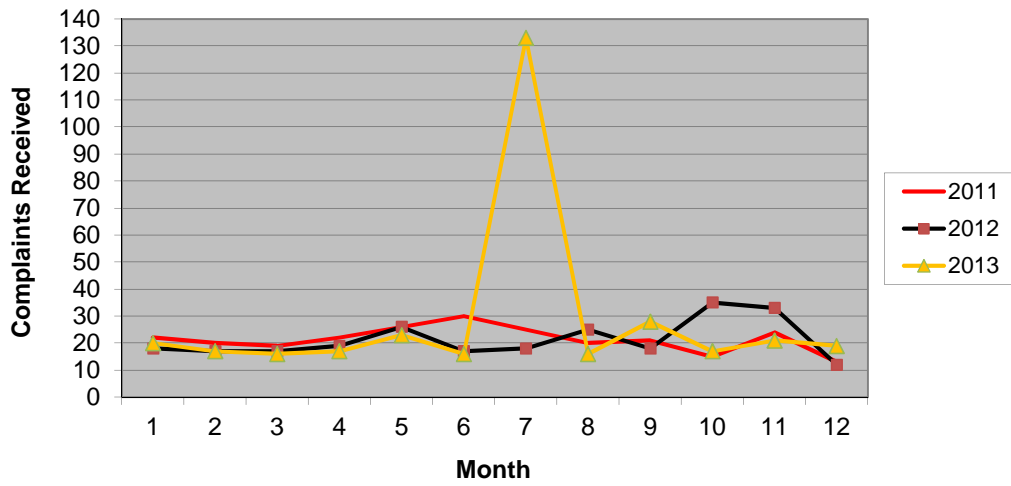
## Items by Type by Business Unit by In Target between 01/10/2013 and 31/12/2013

Business Unit		Total
<b>Compliments</b>		
Building Control	In Target	1
Cohesion	In Target	1
Community Safety	In Target	1
Corporate Administration	In Target	1
Council Tax	In Target	3
Customer Service Centre	In Target	6
Demo & Legal HoS & PA/Complaints Officer	In Target	1
Development Management	In Target	7
Environmental Health	In Target	10
Green Space Contracts	In Target	1
Homelessness	In Target	3
Housing Applications	In Target	1
Parking - Off-street	In Target	14
Refuse	In Target	1
Spatial Planning	In Target	1
<b>Total for Compliments</b>		<b>52</b>
<b>Internal Client Compliments</b>		
Accountancy	In Target	1
Community Safety	In Target	1
Development Management	In Target	1
Legal Services	In Target	1
Spatial Planning	In Target	1
<b>Total for Internal Client Compliments</b>		<b>5</b>

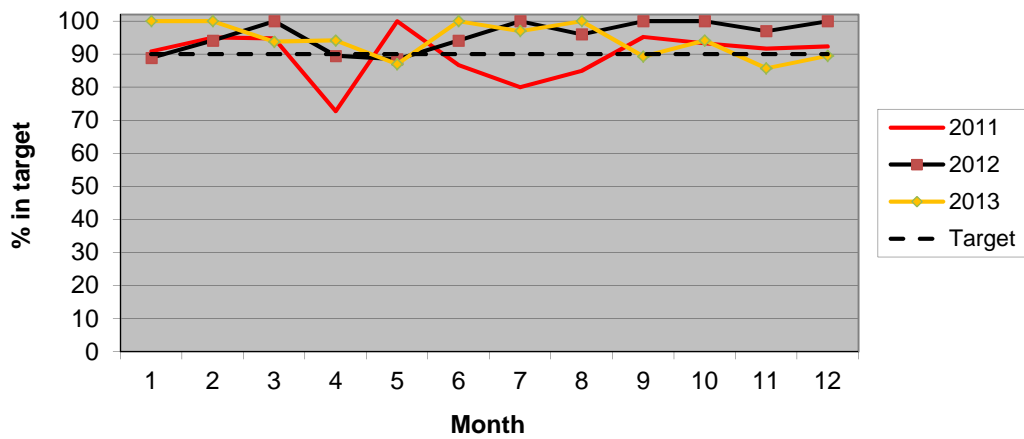
## Service Improvements from 01/10/2013 to 31/12/2013

Business Unit	Subject	Improvement
Environmental Health	Health and Safety Inspections	Complaint discussed with officer
Housing Applications	Administration of Housing Application	Discussed with officers concerned
Parking - Off-street	ANPR Car Park system	Meeting with suppliers to ensure problem does not arise again, and review of trial before roll out

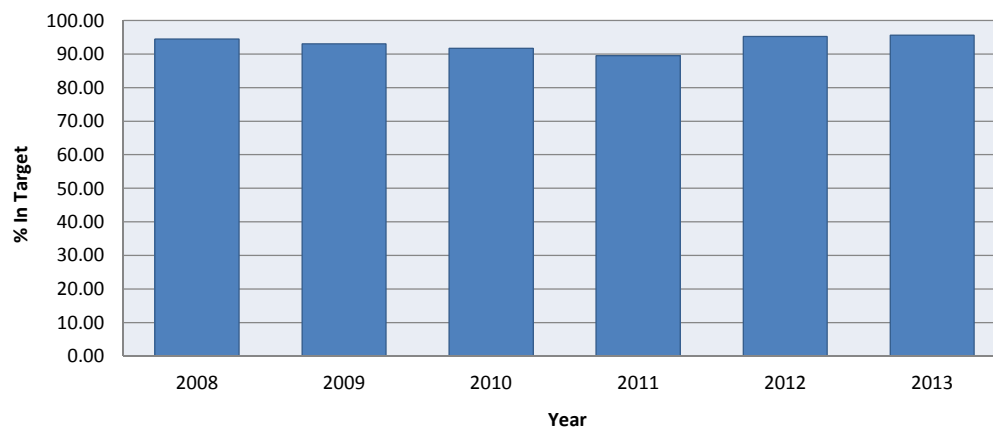
**WDC Complaints Received  
by Month 2011-2013**





**WDC Complaints in target  
2011-2013**
















**WDC Complaints In Target 2008 - 2013**



**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	Adjusted Year to date	  
<b>Compliments and Complaints</b>														
<b>2012-13 Year</b>	Number of <b>compliments</b> received	n/a	95	n/a	n/a	89	n/a	n/a	108		n/a	84	386	
<b>2013-14 Year</b>	Number of <b>compliments</b> received	n/a	67	n/a	n/a	84	n/a	n/a	52	n/a				
<b>2012-13 Year</b>	Number of <b>complaints</b> received	n/a	65	n/a	n/a	62	n/a	n/a	80		n/a	53	256	
<b>2013-14 Year</b>	Number of <b>complaints</b> received	n/a	56	n/a	n/a	177	n/a	n/a	57	n/a				
<b>2012-13 Year</b>	Percentage of complaints answered within 10 working days	90%	90.63%		90%	96.77%		90%	98.75%		n/a	98.11%	96.14%	
<b>2012-13 Year</b>	Number answered within 10 working days		58			60			79			52	249	
<b>2012-13 Year</b>	Number of complaints		64			62			80			53	259	
<b>2013-14 Year</b>	Percentage of complaints answered within 10 working days	90%	92.86%			96.05%			89.47%					
<b>2013-14 Year</b>	Number answered within 10 working days		52			170			51					
<b>2013-14 Year</b>	Number of complaints		56			177			57					
<b>2012-13 Year</b>	Satisfaction with complaints handling: SPEED OF RESPONSE	n/a	95.12%		n/a	90.32%		n/a	91.67%		n/a	87.50%	91.96%	
<b>2012-13 Year</b>	Number of people satisfied with SPEED		39			28			22			14	103	
<b>2012-13 Year</b>	Number of responses logged		41			31			24			16	112	

**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	Adjusted Year to date														
2013-14 Year	Satisfaction with complaints handling: SPEED OF RESPONSE		100.00%			86.36%			89.47%																		
2013-14 Year	Number of people satisfied with SPEED		12			19			17																		
2013-14 Year	Number of responses logged		12			22			19																		
2012-13 Year	Satisfaction with complaints handling: OUTCOME	n/a	90.24%		n/a	93.55%		n/a	87.50%		n/a	81.25%	89.29%														
2012-13 Year	Number of people satisfied with OUTCOME		37			29			21			13	100														
2012-13 Year	Number of responses logged		41			31			24			16	112														
2013-14 Year	Satisfaction with complaints handling: OUTCOME		83.33%			63.64%			84.21%																		
2013-14 Year	Number of people satisfied with OUTCOME		10			14			16																		
2013-14 Year	Number of responses logged		12			22			19																		
2012-13 Year	Satisfaction with complaints handling: COMPLAINT HANDLING	n/a	87.80%		n/a	87.10%		n/a	87.50%		90	87.50%	87.50%														
2012-13 Year	Number of people satisfied with COMPLAINT HANDLING		36			27			21			14	98														
2012-13 Year	Number of responses logged		41			31			24			16	112														
2013-14 Year	Satisfaction with complaints handling: COMPLAINT HANDLING		91.67%			77.27%			84.21%																		
2013-14 Year	Number of people satisfied with COMPLAINT HANDLING		11			17			16																		
2013-14 Year	Number of responses logged		12			22			19																		
Symbols Used:																											
	Exceeds target by more than 5%																										
	Within +/- 5% of target																										
	More than 5% below target																										