

Complaints to RBC by Service Area and Average Response Times

Service Area	2008/09			2009/10			2010/11		
	Total complaints	% of total	Average days to deal	Total complaints	% of total	Average days to deal	Total complaints	% of total	Average days to deal
Development Control	29	26.4	13.3	18	18.2	8.4	13	15.3	11.5
Refuse & Cleansing	11	10.0	2.5	9	9.1	4.7	16	18.8	4.9
Capita - Benefits	9	8.2	3.0	13	13.1	6.5	12	14.1	2.5
Capita - BIU	1	0.9	8.0	0	0.0	0.0	0	0.0	0.0
Capita - Call Centre	5	4.6	3.8	3	3.0	8.7	0	0.0	0.0
Capita - Council Tax	14	12.8	3.4	13	13.1	5.5	15	17.6	5.1
Capita - Council Tax Recovery	10	9.1	3.3	20	20.2	6.6	8	9.4	5.3
Capita - NNDR	1	0.9	2.0	0	0.0	0.0	0	0.0	0.0
Capita - One Stop Shop	4	3.6	3.8	0	0.0	0.0	2	2.4	12.0
Communities - Area Officers	3	2.7	1.7	7	7.1	2.6	6	7.1	4.0
Executive Office	1	0.9	11.0	0	0.0	0.0	0	0.0	0.0
Customer Services	4	3.6	8.8	2	2.0	5.0	1	1.2	10.0
Emergency Planning	1	0.9	7.0	0	0.0	0.0	0	0.0	0.0
Environmental Health	3	2.7	5.0	4	4.0	11.5	3	3.5	7.0
Licensing	2	1.8	12.5	3	3.0	6.7	3	3.5	6.3
Property Services	1	0.9	12.0	3	3.0	3.0	2	2.4	15.5
Building Control	0	0.0	0.0	0	0.0	0.0	1	1.2	3.0
Forward Planning	0	0.0	0.0	1	1.0	4.0	0	0.0	0.0
Legal	2	1.8	4.0	2	2.0	14.0	1	1.2	8.0
Communications	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
Finance	3	2.7	1.0	0	0.0	0.0	0	0.0	0.0
Parks & Open Spaces	5	4.6	3.0	0	0.0	0.0	1	1.2	3.0
Human Resources	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
Regeneration	1	0.9	3.0	1	1.0	8.0	1	1.2	35.0
Committee & Member Services	0	0.0	0.0	0	0.0	0.0	0	0.0	0.0
Total	110	100.0	6.4	99	100.0	6.6	85	100.0	6.5

Complaints received not for RBC:

Greenvale Homes	0			0			0		
Lancashire Highways	2			0			0		
Rosendale Leisure Trust	1			0			0		
Overall total	113			99			85		