

Complaints recorded 1 April 2015 to 31 March 2016

| Service area | Total number of complaints | Category of complaint | | | | | |
|--|----------------------------|-----------------------|-------------------|-----------|-----------|---------------|-----------|
| | | Quality of service | Access to service | Employee | Policy | Damage/Injury | Other |
| Communities and Environment | | | | | | | |
| Waste Service and Grounds Maintenance | 19 | 13 | 2 | - | 4 | - | 15 |
| Facilities Management, Catering | 1 | 1 | - | - | - | - | 1 |
| Construction Services | 3 | 2 | - | 2 | - | 1 | - |
| Development and Public Protection | 15 | 5 | 2 | 1 | 1 | - | 10 |
| Transport and Highways | 18 | 17 | 1 | 7 | 4 | 3 | - |
| Economic and Housing Growth | 1 | - | - | 1 | - | - | - |
| Spatial Planning and Environment | 1 | 1 | - | - | - | - | 1 |
| Culture, Communities, Leisure and Volunteering | 43 | 20 | 10 | 7 | 4 | 1 | 7 |
| Corporate Services and Governance | | | | | | | |
| Development Law and Democratic Services | 1 | - | - | 1 | - | - | - |
| Property Services | 5 | 3 | - | - | 1 | - | 2 |
| Corporate Resources | | | | | | | |
| Customer and Financial Services | 15 | 13 | - | 3 | 2 | - | - |
| Care, Wellbeing and Learning | | | | | | | |
| Housing Services | 18 | 12 | 1 | 5 | 7 | - | 1 |
| The Gateshead Housing Company | | | | | | | |
| East | 43 | 39 | 2 | 4 | 4 | 6 | 1 |
| West | 53 | 48 | 7 | 6 | 3 | 4 | 2 |
| Central | 52 | 42 | 1 | 6 | 1 | 7 | 4 |
| Inner West | 22 | 21 | 1 | 2 | - | 4 | - |
| South | 77 | 68 | 2 | 16 | 2 | 6 | 3 |
| Total | 387 | 305 | 29 | 61 | 33 | 32 | 47 |

Please note that a complaint may fall into more than one category

Complaints resolved 1 April 2015 to 31 March 2016

| Service area | Number of complaints resolved | No. resolved within 20 working days | No. of complaints closed | No. Fully justified complaints | No. of partly justified complaints | No. of unresolved complaints |
|--|-------------------------------|-------------------------------------|--------------------------|--------------------------------|------------------------------------|------------------------------|
| Communities and Environment | | | | | | |
| Waste Service and Grounds Maintenance | 17 | 16 | 2 | 2 | - | - |
| Facilities Management, Catering | 1 | 1 | - | - | - | - |
| Construction Services | 3 | 3 | - | - | 1 | - |
| Development and Public Protection | 13 | 8 | 2 | 1 | 1 | - |
| Transport and Highways | 11 | 8 | 7 | - | - | - |
| Economic and Housing Growth | 1 | - | - | - | - | - |
| Spatial Planning and Environment | 1 | 1 | - | - | - | - |
| Culture, Communities, Leisure and Volunteering | 40 | 34 | 3 | 11 | 10 | - |
| Corporate Services and Governance | | | | | | |
| Development Law and Democratic Services | 1 | 1 | - | - | - | - |
| Property Services | 5 | 2 | - | - | - | - |
| Corporate Resources | | | | | | |
| Financial Services | 15 | 12 | - | 4 | 2 | - |
| Care, Wellbeing and Learning | | | | | | |
| Housing Services | 16 | 12 | 2 | - | 2 | - |
| The Gateshead Housing Company | | | | | | |
| East | 41 | 37 | 2 | 22 | 5 | - |
| West | 52 | 48 | 1 | 32 | 7 | - |
| Central | 52 | 46 | - | 29 | 6 | - |
| Inner West | 22 | 20 | - | 9 | 7 | - |
| South | 77 | 71 | - | 41 | 9 | - |
| Total | 368 | 320 | 19 | 151 | 50 | - |