

## Complaints recorded: 1 April 2016 to 31 March 2017

Service area	Total number of complaints	Category of complaint					
		Quality of service	Access to service	Employee	Policy	Damage/injury	Other
<b>Communities and Environment</b>							
Waste Service and Grounds Maintenance	13	6	-	1	1	-	8
Facilities Management, Catering	1	-	1	1	-	-	1
Construction Services	2	-	1	-	1	1	1
Development and Public Protection	18	11	-	1	1	1	9
Transport and Highways	8	7	1	3	2	1	1
Culture, Communities, Leisure and Volunteering	17	2	1	1	-	-	13
Housing Services	6	3	-	1	2	-	-
<b>Corporate Services and Governance</b>							
Development Law and Democratic Services	3	2	-	-	-	-	1
HR and Litigation	2	-	-	2	1	-	-
<b>Corporate Resources</b>							
Customer and Financial Services	20	14	3	3	1		1
<b>The Gateshead Housing Company</b>							
East	53	40	-	18	5	1	3
West	30	25	3	1	3	1	1
Central	51	41	-	11	3	5	3
Inner West	30	30	-	5	1	2	2
South	53	44	-	11	1	1	13
<b>TOTAL</b>	<b>307</b>	<b>225</b>	<b>10</b>	<b>59</b>	<b>22</b>	<b>13</b>	<b>57</b>

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

## Complaints resolved 1 April 2016 to 31 March 2017

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
<b>Communities and Environment</b>						
Waste Service and Grounds Maintenance	10	9	3	-	-	-
Facilities Management, Catering	1	1	-	-	-	-
Construction Services	1	1	1	1	-	-
Development and Public Protection	13	5	5	-	1	-
Transport and Highways	7	5	1	1	1	-
Culture, Communities, Leisure and Volunteering	17	16	-	1	1	-
Housing Services	6	4	-	-	1	-
<b>Corporate Services and Governance</b>						
Development Law and Democratic Services	3	2	-	-	1	-
HR and Litigation	2	-	1	-	-	-
<b>Corporate Resources</b>						
Financial Services	18	14	2	5	2	-
<b>The Gateshead Housing Company</b>						
East	50	47	3	22	8	-
West	29	27	1	14	7	-
Central	45	37	6	24	9	-
Inner West	30	23	-	18	6	-
South	52	50	1	18	7	-
<b>TOTAL</b>	<b>282</b>	<b>241</b>	<b>24</b>	<b>104</b>	<b>44</b>	<b>-</b>