

## Complaints recorded 1 April 2017 to 31 March 2018

Service area	Total number of complaints	Category of complaint					
		Access to service	Damage/injury	Quality of service	Employee	Policy	Other
<b>Communities and Environment</b>							
Waste Services and Grounds Maintenance	9	-	-	4	-	1	6
Construction Services	2	-	1	-	1	1	1
Development and Public Protection	11	-	-	1	-	-	-
Transport and Highways	11	2	1	9	6	3	-
Housing Services	4	-	-	2	2	3	-
<b>Corporate Services and Governance</b>							
Property Services	1	1	-	-	-	-	-
<b>Corporate Resources</b>							
Customer and Financial Services	19	1	-	8	4	3	6
Culture, leisure and sport	36	3	-	12	3	1	19
<b>The Gateshead Housing Company</b>							
Central	40	1	4	32	6	1	1
East	27	1	2	21	4	3	3
Inner West	18	1	2	15	3	-	-
South	42	2	3	34	8	1	5
West	38	2	3	31	12	1	12
<b>Total</b>	<b>258</b>	<b>14</b>	<b>16</b>	<b>169</b>	<b>49</b>	<b>18</b>	<b>43</b>

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

## Complaints resolved 1 April 2017 to 31 March 2018

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 Services and Grounds Maintenance	8	7	1	-	1	-
Construction Services	2	2	-	-	-	-
Development and Public Protection	7	2	2	-	2	2
Transport and Highways	10	10	1	-	4	-
Housing Services	1	-	2	-	-	1
<b>Corporate Services and Governance</b>						
Property Services	1	1	-	-	-	-
<b>Corporate Resources</b>						
Financial Services	19	16	-	1	14	-
Culture, leisure and sport	27	22	9	7	10	-
<b>The Gateshead Housing Company</b>						
Central	39	27	1	18	5	-
East	26	23	-	15	5	1
Inner West	18	15	-	6	5	-
South	41	31	-	21	4	1
West	36	25	2	18	8	-
<b>Total</b>	<b>235</b>	<b>181</b>	<b>18</b>	<b>86</b>	<b>58</b>	<b>5</b>