April 2012		Stage 1					Stage 2				
Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	25	1	24	21	84%		1 0	1	1	100%
	NMS	8	1	7	7	88%					
	Environmental Health	1	1	0	0	0%					
	Housing Options & Homeless										
	Service	1	0		1	100%					
	Business Improvement	1	0	1	1	100%					
Regeneration	Policy Design and cons	1	0	1	1	100%					
	Guildhall	3	1	2	2	67%		1 1	0	(0
	Parking	1	0	1	1	100%					
	Cultural Services	1	1	0	0	0%					
	Environmental Planning	1	1	0	0	0%					
	Museums	2	2								
Resources	Elections	2	. 0	2	2	100%					
	Civica	1	1	0	0	0%					
	Total	48	9	39	36	78%	:	2 1	1	1	50%

1

Ombudsman Complaints

GCH

External

May 2012

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	36		36	22	61.10%	1		1	. 1	
	NMS Neighbourhoods	3	1	2	. 2	100.00%					
	NMS Environmental	2	2								
	Electoral roll	1		1		100.00%					
	Environmental Health	3		3	2	66.70%					
	Housing Options & Homeless Service	1		1	1	100.00%					
Regeneration	Spatial Planning & Environment Planning	1	1	1	1	100.00%					
	Projects & Maintenance	1		1							

45

0

1

28

56.00%

Stage 2

1

0

100.00%

Civica-Bens, Investigations & Welfare Rights 1 1 1 Gloucester City Homes 2 2 2

Regeneration Services

Guildhall

Total

Stage 1

1

50

Ombudsman Complaints

June Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	82		82	79	96.34	2		2	2	100%
	NMS Neighbourhoods	3		3	2	66.67					
	NMS Enviro	4		4	4	100.00					
	Housing Options & Homeless										
	Services	1		1	1	100.00					
	Environmental Health	2		2	2	100.00					
Regeneration	Parking	3		3	3	100.00					
	Guildhall	1		1	1	100.00					
	Total	96	0	96	92	95.83					
External Organisations	Revenues,Fees and Charges (Civica)	1	1								
	Gloucester City Homes	2	,	2							
	Cloudester Oily Florids	2		2							
	Total	3	1								
	Full total	94	7	87							

October Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Customer Services	5		5	5	100%					
	Enterprise	47	9	38	37	78%	1	Į.	1	. 1	100%
	Housing Options & Homeless Services	2		2	1	50%					
	NMS Neighbourhoods	5		5	4	80%					
	NMS Enviro	5		5	5	100%					
	Cems & Crematorium	1		1	1	100%					
Regeneration	Guildhall	3		3	2	100%					
	Development Control- Regeneration	1		1	1	100%					
	Parking	3		3	3	100%					
	Markets	2	2	· ·	ŭ	100/0					
	Total	74	11	63							
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	1		1	1	100%					
	Revenues, Fees & Charges	2	1	1	1	100%					
	Gloucester City Homes	2		2	2	100%					
	Aspire - GL1	1		1	1	100%					
	Total	6	1	5							
	Overall Total	80	12	68							

July Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Cemeteries & Crematorium	1	1								
ū	Customer Services	5		5		4 80.00					
	Development Control-										
	Regeneration	1	1								
	Enterprise	84	16	68	6		4	2		2	50%
	Environmental Health	2	1	1		1 50.00					
	Environmental Health Enforcement	2		2		0					
	Housing Options & Homeless Services	1		1		1 100.00					
	NMS Neighbourhoods	1		1		1 100.00	:	. 1			0%
	NMS Enviro	11	3	8		4 36.36	•				3,0
	Tourist Office	1	3	1		1 100.00					
Regeneration	Guildhall	1		1		1 100.00					
Regeneration	Markets	2	2			1 100.00					
	Parking	1	2	1		1 100.00					
	Pest Contractor	1		1		1 100.00					
	Total	-		1							
	lotai	114	22	90	76	66.67		3	C) 2	40
	Revenues,Fees and Charges										
External Organisations	(Civica)	1	1								
	Total	1	1								
	Full total	115	23								

August 2012 Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Customer Services	5		5	5	5 100%					
	Enterprise	72	16	56	51	71%		3 2	1	. 1	
	Environmental Health Housing Options & Homeless	2		2	2	2 100%					
	Services	5	1	4	2	2 40%					
	NMS Neighbourhoods	4	1	3	2	2 50%					
	NMS Enviro	9	1	8	4	44%	:	1 1			
Regeneration	Guildhall	2	0	2	2	2 100%					
-	Markets	1	1								
	Parking	3		3	3	3 100%					
	Planning	1	1								
	Total	104	21	83	71	L		4 4		1	25
	Bens, Investigations, Welfare										
External Organisations	Rights (CIVICA)	1		1							
	Council Tax	2	2								
	Glos City Homes	1	1								
	Total	4	3	1							
	Full total	108	24	84							

	2012	Stage 1 Complaints	Stage 2 Complaints
September		·	

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Customer Services	4		4	2	2 50%					
	Enterprise	61	9	52	47	7 77%	3		3	3	100%
	Environmental Health	2		2	2	2 100%					
	Housing Options & Homeless Services	1		1							
	NMS Neighbourhoods	6	0	6	6	100%					
	NMS Enviro	8		8	7	88%					
Strategy & Development	Electoral Roll	2		2	2	2 100%					
Regeneration	Guildhall	1		1	1	100%					
	Parking	3		3	3	3 100%					
	Tourist Information Centre	1		1	1	100%					
	Total	89	9	80	71	L 79.78					
External Organisations	Bens, Investigations, Welfare Rights (CIVICA) Revenues, Fees & Charges	1	1	11							
	Sundry Debtors	2		2							
	Council Tax	3	3								
	Total	17	4	13							

November 2012 Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services &	Customer Services	5	1	4	3	75%					
Neighbourhoods	Enterprise			31			2		2	2	1000/
	Homeless & Housing Advise	37	6	31	30	96%	2		2	2	100%
	Mgr	1		1	1	100%					
	NMS Neighbourhoods	4	2	2	2	50%					
	NMS Enviro	1		1							
	Environmental Health	2		2	1	50%					
	Pest Control Contractor	1		1	1	100%					
	Cems & Crematorium	1		1	1	100%					
.											
Regeneration	Regeneration Services	1	1								
	Guildhall	1		1	1	100%					
	Parking	3		3	1	33%					
	Environmental Planning	1	1		1	100%					
Resources	Electoral Roll	1		1		100%					
	Total	59	11	48							
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	3	2	1	2	66%					
	Revenues, Fees &	_		_							
	Charges	1		1		1000/					
	council Tax	1		1	1	100%					
	Gloucester City Homes	1		1	1	100%					
	Total	6	2	4							
	Overall Total	65	13	52							

December 2012 Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in days	10 % Resolved in 10 days	No of complaint	Still s current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	24	5	19	19	79%										
Neighbourhoods	Homeless & Housing Advise Mgr	1	1													
	Housing Resource Team	1		1	1	100%										
	NMS Neighbourhoods	4	2	2	2	50%										
	NMS Enviro	7	2	5	5	71%	1		:	l	1 100%					
	Environmental Health	2		2	1	50%										
	Communications & Marketing	1		1	1	100%										
Regeneration	Guildhall	1		1	1	100%										
· ·	Parking Environmental	2		2	2	100%	1		:		1 100%					
	Planning Total	43					1			L	1 100%		No Ombudsn	nan compla	ints currently	,
External Organisations	Bens, Investigations, Welfare Rights (CIVICA) Revenues, Fees & Charges Gloucester City Homes Sundry Debtors Total	2 1 1 1 5	1	1 1 4	2	100%										
	Overall Total	48	11	37	35											

January 2013 Stage 1 Complaints Stage 2 Complaints

Directorate	Service	No of Complaints	Still Current	Finished	Resolved in 10 days	% Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 1 days	0 % Resolved in 10 days	No of complaints	Still current	Finished	Resolved in 10 days	% Resolved in 10 days
Services & Neighbourhoods	Enterprise	73	9	64	60	3 86.3%	:	3 1		2	2 67%					
. ro.g ou	Customer Services	2		2	2	2 100%										
	Environmental Health	1		1			:	1		1	1 100%					
	Homeless & Housing Advice	1	1													
	NMS Environmental	9	1	8	7	7 77.8%										
	Housing Resource Team	2	1	1		1 50%										
	Cemetery and Crematorium	1		1		1 100%										
Regeneration	Guildhall	4	3	1		1 25%										
	Parking	1		1	•	1 100%										
	Total	94	15	79	7(6						ı	No Ombuds	man compla	ints currently	1
External Organisations	Bens, Investigations, Welfare Rights (CIVICA)	4	4													
3	Council Tax (Civica)	3	3													
	Revenues, Fees & Charges (CIVICA)	3	3													
	Aspire GL1	1		1		1 100%										
	Total	11	10	1												
	Overall Total	105	26	79												