

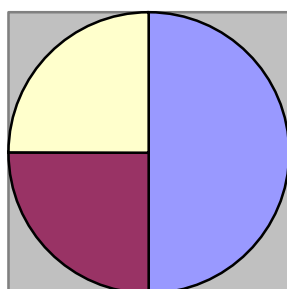
Redditch Borough Council Quarterly Complaints Statistics



July-September 2009

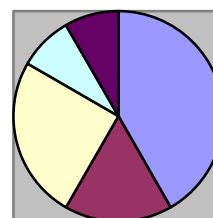
There were a total of 23 complaints in the last quarter

DEPUTY CHIEF EXECUTIVE DIRECTORATE



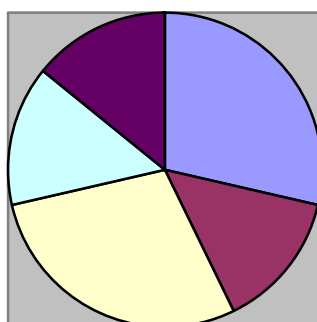
■ Benefits (2) ■ Property(1) □ Revenues (1)

ENVIRONMENT & PLANNING DIRECTORATE



■ Waste (5) ■ Planning (2)
 ■ Landscape (3) ■ Bereavement Svs (1)
 ■ Environmental Health (1)

HOUSING, LEISURE & CUSTOMER SERVICES DIRECTORATE



■ Leisure (2) ■ OSS (1)
 ■ Housing Options (2) ■ Repairs (1)
 ■ Tenancy (1)

What did you complain about?

The majority of complaints related to Waste & Landscape related issues.

What did we do about this?

We addressed each case individually, and tightened up our procedures. We have reviewed/improved services where possible