

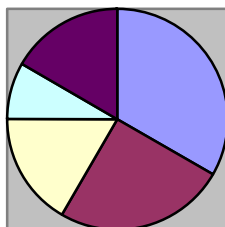


# Redditch Borough Council Quarterly Complaints Statistics

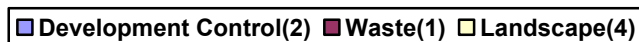
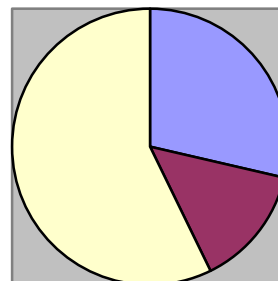
**October - December 2009**

There were a total of 25 complaints in the last quarter

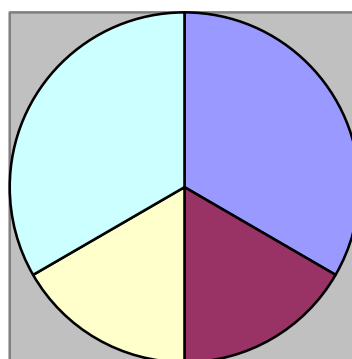
**DEPUTY CHIEF EXECUTIVE  
DIRECTORATE**



**ENVIRONMENT & PLANNING  
DIRECTORATE**



**HOUSING, LEISURE & CUSTOMER  
SERVICES DIRECTORATE**



**What did you complain about?**

The majority of complaints related to Benefits and Landscape issues.

**What did we do about this?**

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