

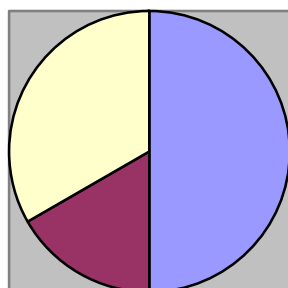


Redditch Borough Council Quarterly Complaints Statistics

January – March 2010

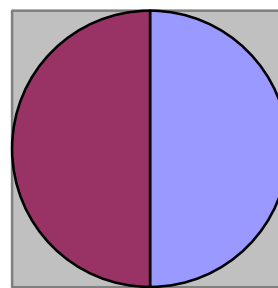
There were a total of 12 complaints in the last quarter

DEPUTY CHIEF EXECUTIVE DIRECTORATE



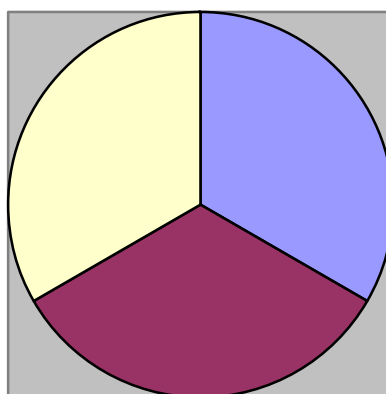
■ Benefits(3) ■ Property(1) □ Revenues(2)

ENVIRONMENT & PLANNING DIRECTORATE



■ Waste Collection (1) ■ Landscape (1)

HOUSING, LEISURE & CUSTOMER SERVICES DIRECTORATE



■ OSS (1) ■ Repairs (1) □ Tenancy(1)

What did you complain about?

The majority of complaints related to Benefits and Revenues.

What did we do about this?

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