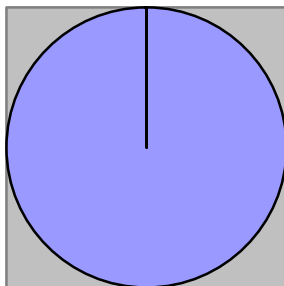


Redditch Borough Council Quarterly Complaints Statistics

April-June 2010

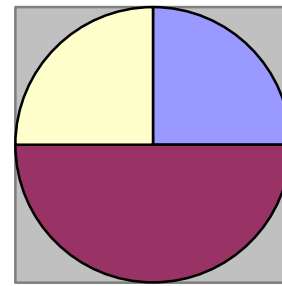
There were a total of 14 complaints in the last quarter

LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



■ EnvironmentalHealth(1)

FINANCE & RESOURCES DIRECTORATE



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

PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



■ DataBase&Performance(1)
■ HousingOptions(2)
■ Planning(1)
■ Planning/Licensing(2)
■ Rents(1)
■ Tenancy(2)

What did you complain about?

The majority of complaints related to Housing related services (Database, Housing Options, Rents and Tenancy).

What did we do about this?

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