

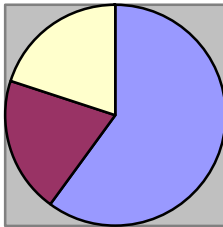


Redditch Borough Council Quarterly Complaints Statistics

July-September 2010

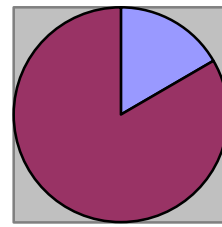
There were a total of 26 complaints in the last quarter

LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



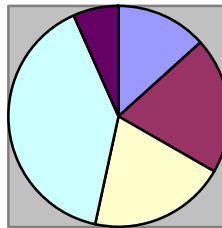
- Anti-Social Behaviour(3)
- Community Centres(1)
- Assets/Drainage(1)

FINANCE & RESOURCES DIRECTORATE



- Legal(1)
- Revenues/Council Tax(5)

PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



- Capital(2)
- Repairs(3)
- Planning(1)
- Housing Options(3)
- Tenancy(6)

What did you complain about?

The majority of complaints related to Council Tax 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