

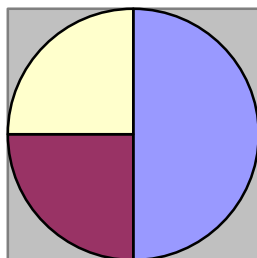


Redditch Borough Council Quarterly Complaints Statistics

October - December 2010

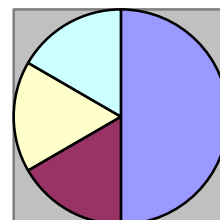
There were a total of 18 complaints in the last quarter

LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



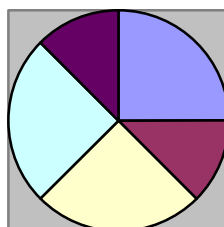
■ Parking Issues(2) ■ Waste Collection(1)
■ Landscaping(1)

FINANCE & RESOURCES DIRECTORATE



■ Benefits(3) ■ Council Tax(1)
■ OSS(1) ■ Contact Centre(1)

PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



■ Housing Options(2) ■ Planning(1)
■ R&M(2) ■ Rents(2)
■ Tenancy(1)

What did you complain about?

A small number across a range of services.

What did we do about this?

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