

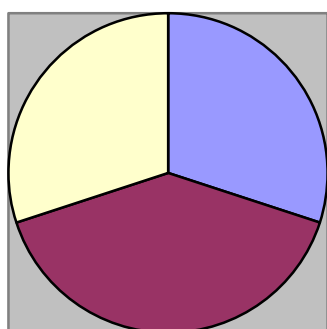


Redditch Borough Council Quarterly Complaints Statistics

January-March 2011

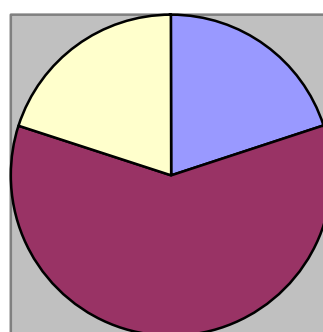
There were a total of 22 complaints in the last quarter

PLANNING & REGENERATION, REGULATORY & HOUSING DIRECTORATE



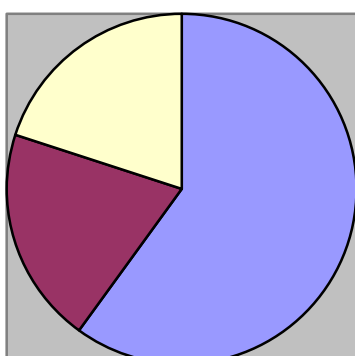
- Repairs & Maintenance(3)
- Tenancy(4)
- Housing Options(3)

LEISURE, ENVIRONMENT & COMMUNITY DIRECTORATE



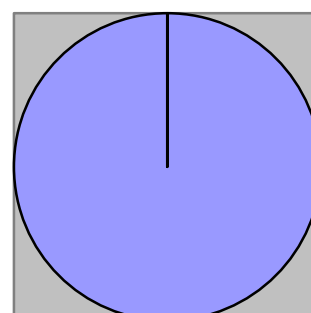
- Housing Strategy(1)
- Waste Collection(3)
- Lifeline(1)

FINANCE & RESOURCES DIRECTORATE



- OSS (3)
- Benefits(1)

CHIEF EXECUTIVES



- Business Transformation(1)

What did you complaint about?

Only a small number of complaints received however the majority of related to **Tenancy**