

Date of Complaint	Officer(s) / Department Responsible	Summary	Complaint Classification
08.01.20	Catherine Butler	Private tenant - evicted by landlord, presenting as homeless.	Housing Standards
17.01.20	Peter Bryant	Petition complaint	Legal/Democratic Services
10.01.20	Neil Allen	Complaint over staff attitude	Revenues and Benefits
23.01.20	Neil Allen	Complaint over staff attitude	Revenues and Benefits
20.01.20	Angella Kentaro	Complaint over condition of temporary accommodation	Housing Needs
28.01.20	David Ripley	Complaint against the Housing Benefit department.	Revenues and Benefits
03.02.20	David Ripley	Complaint over delay in Council Tax Benefit refund	Revenues and Benefits
08.02.20	Peter Bryant	Elections complaint	Elections/Democratic Services
10.02.20	Ian Reynolds	Complaint against staff	Parking
17.02.20	DPO - Joanne McIntosh	FOI handling	DMO
22.02.20	Eugene Leal	Parking complaint	Parking
27.02.20	Joanne McIntosh	Complaint over staff attitude	Licensing
10.03.20	Terry Stocks	Council Tax complaint	Revenues and Benefits
23.03.20	Catherine Butler	Unhappy with housing situation	Housing Needs
01.04.20	Lisa Harrington	Complaint over the renewal cost of buildings insurance	Health and Safety/Insurance
7.04.20	Dan Freeland	Complaint over response times	Planning
23.04.20	Business Continuity	Complaint over paying Council Tax during	Business Continuity
26.05.20	Julie Meme	Meals on Wheels complaint	Home Independence
15.05.20	Geoff McManus	Complaint against EH	Environmental Health
	Douglas Spinks	On going Waste issues	JWS/CMG
	Catherine Butler	Complaint over TA	Housing Needs
17.06.20	Katherine Waters	Garden flooding issues	Drainage and Flood Risk
09.05.20	Business Continuity	Complaint about Covid closures	Business Continuity
15.05.20	Catherine Butler	Complaint about B&B accommodation.	Housing Needs
05.06.20	Catherine Butler	Complaint against staff	Housing Needs
09.06.20	Business Continuity	Complaint over paying Council Tax during	Business Continuity
07.07.20	Joanne McIntosh	Handling of sensitive documents	Licensing
01.05.20	Neil Allen	Council Tax complaint	Revenues and Benefits
16.06.20	Joanne McIntosh	FOI handling	DMO
06.08.20	Joanne McIntosh	Alleged breach of statutory duty	Legal
30.07.20	Douglas Spinks	Complaint against Building Control	CMG
3.08.20	Dan Freeland	Complaint against Arboricultural Services	Planning
06.08.20	Terry Stocks	Council Tax complaint	Revenues and Benefits
17.08.20	Ian Reynolds	Complaint against staff	Parking
14.08.20	Geoff McManus	Complaint against EH	Environmental Health
23.07.20	Terry Stocks	Council Tax complaint	Revenues and Benefits
28.07.20	Joanne McIntosh	Complaint over refusal of information	Legal
07.08.20	Catherine Butler	Complaint against staff	Housing Needs
29.07.20	Ian Reynolds	Complaint against staff	Parking
12.08.20	Emma Bourne	Complaint against staff	Environmental Health
26.06.20	Joanne McIntosh	Complaint came through from Ombudsman relating to a matter that is still ongoing with NVH	DMO
31.08.20	Ian Reynolds	Complaint against staff	Parking
19.08.20	Camilla Edmiston	Complaint against staff	Community Safety
17.09.20	Joanne McIntosh	Appeal of NVH stage 2 complaint	DMO
29.09.20	Dan Freeland	Planning complaint	Planning
07.10.20	Thomas James	Complaint over the removal of trees behind her property for the new housing development.	Planning
18.10.20	Ian Reynolds	Parking Permit complaint	Parking
16.10.20	Joanne McIntosh	Complaint against staff	Licensing
20.10.20	Thomas James	Planning complaint	Planning
14.10.20	Joanne McIntosh	Review of NVH stage 2	DMO
03.11.20	Jacqui Dixon	Private sector housing issue	Housing Standards
12.11.20	Chirs Norrington	Unable to get deliveries	Business Liaison
26.10.20	Emma Bourne	Complaint against staff	Environmental Health
27.11.20	Joanne McIntosh	Complaint against Taxi licensing	Licensing
27.11.20	Ian Reynolds	Complaint over PCN	Parking
	Hazel Craig-Waller	Complaint about NVH repairs and lack of communication	NVH
09.12.20	Ian Reynolds	Complaint against staff	Parking
18.11.20	Joanne McIntosh DMO	Review request of NVH stage complaint	DMO
02.12.20	Katherine Waters	No response to voicemails	Drainage and Flood Risk
08.12.20	Joanne McIntosh	Appeal request of NVH stage 2	DMO
11.12.20	Ian Reynolds	Unhappy with parking notice warning	Parking
17.12.20	David Ripley	Benefit overpayment and debt complaint	Revenues and Benefits
15.12.20	Joanne McIntosh	Complaint	Legal
07.12.20	Andy Calfe/Ian Reynolds	Complaint - Parking on grass recreational area	Parking

2020 TOTAL: 64

PARKING: 10
REVENUE AND BENEFITS: 9
PLANNING: 5
Other: 40