

Economy and Business Improvement 30 November 2009

Customers Relations – position statement

1 April 2009 – 30 September 2009

This is the half yearly report for 2009/2010 covering customer feedback (complaints comments and compliments), requests for information made under the Data Protection Act 1998, the Freedom of Information Act 2000 and Environmental Information Regulations, and a summary of other activities within customer relations.

Complaints, comments and compliments

The Council logged a total of 48 complaints in the second quarter of 2009/10 (42 at stage 1, 1 at stage 2 and 5 at stage 3) – a total of 93 complaints at the half year point, one complaint less than at this point last year. The stage 2 complaint referred to is a tourist information complaint about the stocking of publications and the stage 3 complaints were about:

- housing benefit fraud;
- public protection issues from a persistent complainant;
- the fairness of the planning process and how rigidly policy CP7 is applied;
- the planning enforcement policy on unauthorised satellite dishes; and
- a shopmobility complaint.

Across the Council, nine compliments were logged during the quarter, a total of 28 compliments at the half-year point. The complaints and compliments are broken down by service area on the attached table.

Freedom of Information requests

The Council responded to 77 requests for information in the second quarter of 2009/2010, slightly down on the previous quarter (85 requests received April to June 2009) but still higher than this time last year (53 request received July to September 2008). A breakdown of requests by service area is attached.

The Freedom of Information disclosure log for July to September 2009 is now available on the website and this will be updated quarterly. It is our intention to maintain the data on the disclosure log for a period of no more than two years before it is removed and destroyed.

For further information, please contact

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**Summary of customer interactions logged on the corporate complaints system for
1st April – 30th September 2009**

	Number of Stage 1 Complaints`	Number of Stage 2 Complaints	Number of Stage 3 Complaints	Number of Compliments
Chief Executive's Group				
Policy and Performance	2	0	0	1
Corporate Services				
Human Resources	0	0	0	0
Customer Access and Service Transformation	5	1	2	2
Finance and asset management	1	0	0	0
Legal services	4	0	0	0
Social and Community				
Wellbeing and Culture	22	1	0	6
Community Services	7	0	1	0
Environment				
Built environment	23	0	3	16
Operations	20	0	1	3
Total	84	2	7	28

**Summary of FOI, EIR and DPA requests received for
1st April – 30th September 2009**

	DPA	EIR	FOI	Request Total
Chief Executive's Group				
Policy and Performance	0	0	14	14
Corporate Services				
Human Resources	0	0	9	9
Customer Access and Service Transformation	0	0	40	40
Finance and asset management	0	0	8	8
Legal services	0	0	11	11
Social and Community				
Wellbeing and Culture	0	0	8	8
Community Services	2	1	25	28
Environment				
Built environment	0	2	9	11
Operations	0	0	28	28
Cheltenham Borough Homes				
Housing	1	0	4	5
Total	3	3	156	162

* There were an additional 7 freedom of information requests that were referred to Gloucestershire County Council