

Fleet Management															
Grounds Maintenance	1														1
Street Cleansing	2														2
Waste Collection & Recycling	5	3	24	2											34
Total	14	4	32	2		1		2	1		1				57
Total for authority	17	8	37	3	1	5	0	2	1	0	1	0	0	0	75

- (1) Written compliments are recorded for monitoring and reporting purposes within three working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (2) Comments, suggestions or ideas about how a function or service provided by the Council could be improved, are acknowledged within three working days in accordance with the Compliments/Comments/Complaints Policy.
- (3) Formal Investigation (stage 2) complaints are responded to in full within 15 working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (4) Internal Review (stage 3/ Appeal) complaints, which are reviewed by the Chief Executive Officer/Executive Director or relevant Assistant Director, are responded to in full within 20 working days of receipt in accordance with the Compliments/Comments/Complaints Policy.
- (5) Ombudsman (Local Government) complaints are responded to in accordance with the Ombudsman's timescales, which is currently 20 working days of receipt.
- (6) **Kath Wilkinson Customer Service Co-ordinator – 9th October 2018**