



# Scrutiny Board

<b>Report title</b>	Complaints Report Quarter 2	
<b>Cabinet member with lead responsibility</b>	Councillor John Reynolds Central Services	
<b>Wards affected</b>	All	
<b>Accountable director</b>	Keith Ireland, Managing Director	
<b>Originating service</b>	City Direct	
<b>Accountable employee(s)</b>	Sarah Campbell Tel Email	Complaints Officer 01902 551226 sarah.campbell@wolverhampton.gov.uk
<b>Report to be/has been considered by</b>	n/a	

---

## Recommendation(s) for action or decision:

The Panel is recommended to review complaints management and performance for the period July 2014 to September 2014.

## **1.0 Purpose**

- 1.1 The purpose of this report is to provide a summary of the complaints, compliments and Local Government Ombudsman enquiries received by the Council during the period quarter two - July, August and September 2014.
- 1.2 Complaints, compliments and Ombudsman enquiries are considered as a form of customer feedback. They are recorded and monitored by Customer Services Corporate Complaints Team within the Delivery Directorate. Monitoring customer feedback provides details about the types of complaints that are received by the authority and highlights any improvements or amendments made to service provision or delivery.

## **2.0 Complaints**

- 2.1 During quarter two, the Council received 127 stage one corporate complaints; complaints are assessed as to whether they are justified or not by the Complaints Manager. Of the complaints received during this period, 17 stage one complaints were upheld (13%). Democratic Services accounted for the highest number of upheld complaints (seven). Their upheld complaints related to complainants' details held on the open register (six) and (one) regarding not receiving a postal vote. Details of all complaints received are attached to this report at appendix 1, pages 8 and 9.
- 2.2 A trend was identified with the complaints received for Democratic Services. Six of the upheld complaints related to an admin error which caused incorrect information to be sent out to several thousand residents advising that their details were available on the open register, when in fact this was not the case. Prompt action was taken to publicise the error, and apologies were provided to those customers who complained, as well as an explanation of the improvements made to service provision. As a service improvement an introduction of a second check for mailing and improved management of communication to residents has been implemented.
- 2.3 Revenues and Benefits received the highest number of complaints (19), followed by Waste Management (16) and Public Realm Services (14) (appendix 1, page 9).
- 2.4 During quarter two 98% of stage one complaints were responded to within the timescale (appendix 1, page 8). The Council has therefore achieved its target of responding to 90% of complaints within 21 calendar days during quarter two.
- 2.5 Response reminders are sent to investigating officers by the complaints team on a weekly basis. The complaints team also provides support to investigating officers to ensure that they meet deadlines by making contact with them by email and phone regarding deadlines, and ensuring customers are kept updated when delays are unavoidable.
- 2.6 Revenues and Benefits and Waste Management dealt with the highest number of complaints; however, they completed investigations into their complaints within an average of 12 days. This has contributed significantly to achieving an average overall response timescale of 13 days for quarter two (appendix 1, page 9).

### **3.0 Stage two complaints**

- 3.1 During quarter two, six (5%) of the stage one complaints progressed to stage two of the complaints procedure. One of the stage two complaints was partially upheld; this related to a failure to inform the complainant of the decision to suspend a claim for housing benefit.
- 3.2 A report was issued by the Complaints Manager regarding the complaint about Revenues and Benefits. All recommendations from the report were agreed.
- 3.3 There were no further issues or concerns with the complaints that progressed to stage two.

### **4.0 Local Government Ombudsman enquiries**

- 4.1 During quarter two the Council received 19 enquiries from the Local Government Ombudsman (LGO). Ten were received for Delivery, three for Education and Enterprise, two Community, three for Wolverhampton Homes and one was received regarding employment matters.
- 4.2 Delivery received ten LGO enquiries as follows:
- Democratic Support (seven enquiries)
  - Public Realm Services (one)
  - Waste Management (one)
  - Revenues and Benefits (one)
- 4.3 An enquiry relating to Democratic Support was upheld due to maladministration and injustice for a fault in a school admission appeal process. The Council offered a fresh appeal with new panel members and a new clerk as a suitable remedy for the injustice caused. A Service Improvement Report about the school admissions appeal report process is due to be submitted to the service group with recommendations for changes to service delivery.
- 4.4 With regards to Education and Enterprise, one enquiry was received about Environmental Health and two enquiries were received about Private Sector Housing.
- 4.5 With regards to Community, one enquiry was received about adult social care and one enquiry was received about child social care. We are still awaiting the outcome of the adult social care complaint. This will be included in the quarter 3 Complaints Report.
- 4.6 Two enquiries were received from the Housing Ombudsman in relation to Wolverhampton Homes. One enquiry was received about dissatisfaction with the outcome of a complaint and a second enquiry was received about dissatisfaction with the complaint process. We are still awaiting the outcome of both enquiries. This will be included in the quarter 3 Complaints Report.

## **5.0 Compliments**

- 5.1 For the period quarter two the Council received 20 compliments. The Housing Options Team accounted for the highest number of compliments received (nine) followed by City Direct (three). The compliments were regarding customer service delivery.

## **6.0 Monitoring Information**

- 6.1 There are no concerns with the data analysis, and there is no evidence of any groups being disproportionately affected. The equalities data is based upon what complainants have provided and therefore there are no concerns of any groups being disproportionately affected. This is reflected in appendix 1, pages 11-25.

## **7.0 Focus Group**

- 7.1 A complaints focus group took place during November 2014; the themes for the meeting were garden waste collections and customer service in libraries. The focus group notes were circulated to all participants and to the relevant service groups. The focus group findings will be presented to the Service Improvement Group to drive service delivery and to ensure that improvements are customer led.

## **8.0 Service Improvements**

- 8.1 The Complaints Team produce service improvement reports for upheld complaints where the recommendations are for a change to policy or service delivery. The recommendations are agreed with Heads of Service and shared with the relevant Service Director and Strategic Director, and the Managing Director.
- 8.2 The production of service improvement reports commenced in January 2014. During quarter two the Complaints Team will be recommending service improvements which have been agreed and implemented:

### **Report 1:**

This related to a complaint received from the LGO about the Council's school admission appeal process in Democratic Support. The complaint was upheld due to maladministration and injustice for a fault in the school admission appeal process. This was caused by late despatch of appeal documentation. The Council offered a fresh appeal with new panel members and a new clerk as a suitable remedy for the injustice caused. A Service Improvement Report about the school admissions appeals report process is due to be issued. The outcome of this will be included within the quarter three report.

### **Report 2:**

This related to a complaint received at stage two of the complaints process and was partially upheld. This complaint related to a failure to inform the complainant of the

decision to suspend a claim for housing benefit. The improvements have been agreed and will be monitored over the next 12 months.

## **9.0 Corporate complaint handling improvements**

9.1 The corporate complaints procedure was reviewed in 2013 to improve the handling of complaints. One of the improvements made to the procedure was to reduce the response timescale from 28 calendar days to 21 calendar days. For the period 2013/14 the average time taken to respond to complaints was 14 calendar days.

9.2 Prior to 2013, complaints were sent to recording officers for each directorate by the Complaints Team for allocation to an investigating officer. Currently, all corporate complaints, with the exception of those received for the Community Directorate, are allocated directly to the investigating officer by the Complaints Team. The Complaints Team is now able to effectively and actively monitor timescales and provide support to investigating officers to ensure that complaints are responded to within the timescale. This has resulted in a significant improvement to complaint response timescale. For quarter one 100% of complaints received a response within timescale and for quarter two, performance was 98%.

9.3 Response timescales are currently under review with a view to further improve service delivery; this is subject to approval of a separate report which will also consider the centralisation of all corporate complaints.

9.4 Further improvements to complaint handling this quarter include the following:

- Establishment of a Service Improvement Group to regularly review complaint trend and concerns.
- Establishment of a customer focus group to ensure that improvements as a result of complaints are customer driven.
- Implementation of the Regulators' Code, which came into statutory effect on 6 April 2014 under the Legislative and Regulatory Reform Act 2006, replacing the Regulators' Compliance Code. It provides a clear, flexible and principles-based framework for how regulators should engage with those they regulate. The code states that regulators should publish, on a regular basis, details of their performance against their service standards. This includes feedback received from those they regulate, such as customer satisfaction surveys; data relating to complaints about them; and appeals against their decisions.

## **10.0 Ward Data**

10.1 During quarter two ward complaint data has been collated. Monitoring ward data provides details about the types of complaints per ward that we receive as an authority and highlights trends in ward areas. This is outlined in appendix 1, pages 12-26.

## **11.0 Financial implications**

11.1 There are no financial implications associated with this report.

[CH/13012015/S]

## **12.0 Legal implications**

- 12.1 The Regulators' Code is a statutory code of practice that came into statutory effect under the Legislative and Regulatory Reform Act 2006, providing a framework for how regulators should engage with those they regulate.
- 12.2 Regulators, such as Local Government Authorities, must ensure compliance with legislative acts, by having due regard to the Code in developing the principles and policies which guide its regulatory activities.

[RB/13012015/A]

## **13.0 Equalities implications**

- 13.1 There are no equalities implications associated with this report.

## **14.0 Environmental implications**

- 14.1 There are no environmental implications associated with this report

## **15.0 Human resources implications**

- 15.1 There are no human resource implications associated with this report.

## **16.0 Corporate landlord implications**

- 16.1 There are no corporate landlord implications associated with this report.

## **17.0 Schedule of background papers**

- 17.1 Confident Capable Council Scrutiny Panel, 10 October 2014 – Annual Complaints Report.

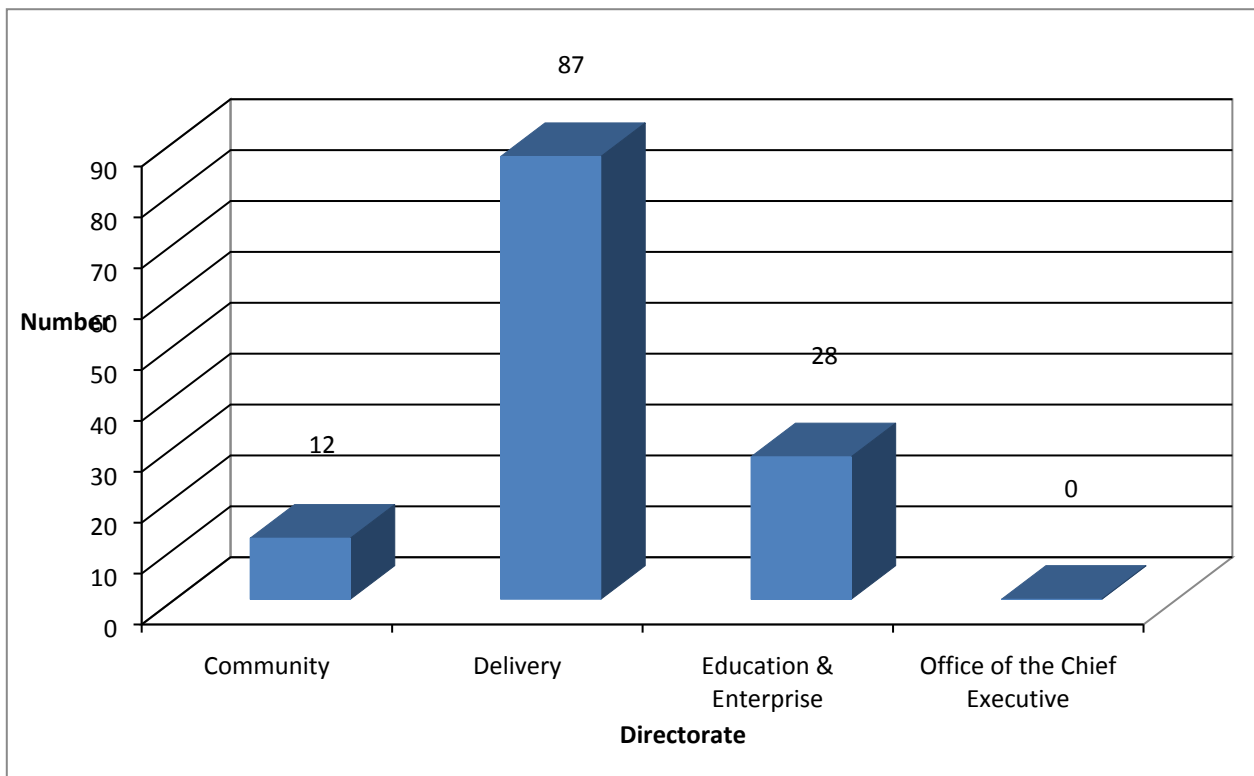
## Appendix 1

### Customer Insight Report

#### Number of stage 1 complaints received per Directorate Quarter 2 July - September 2014-15

Directorate	Number of complaints received	Average response (days)	Number of complaints upheld	Number of complaints responded to within timescale
Community	12	12.0	1	11
Delivery	87	12.0	16	86
Education & Enterprise	28	14.0	0	28
Office of the Chief Executive	0	0.0	0	0
<b>Total</b>	<b>127</b>	<b>13.0</b>	<b>17</b>	<b>125</b>
<b>Percentage</b>			<b>13%</b>	<b>98%</b>

#### Number of complaints received per Directorate for Quarter 2 – 2014-15



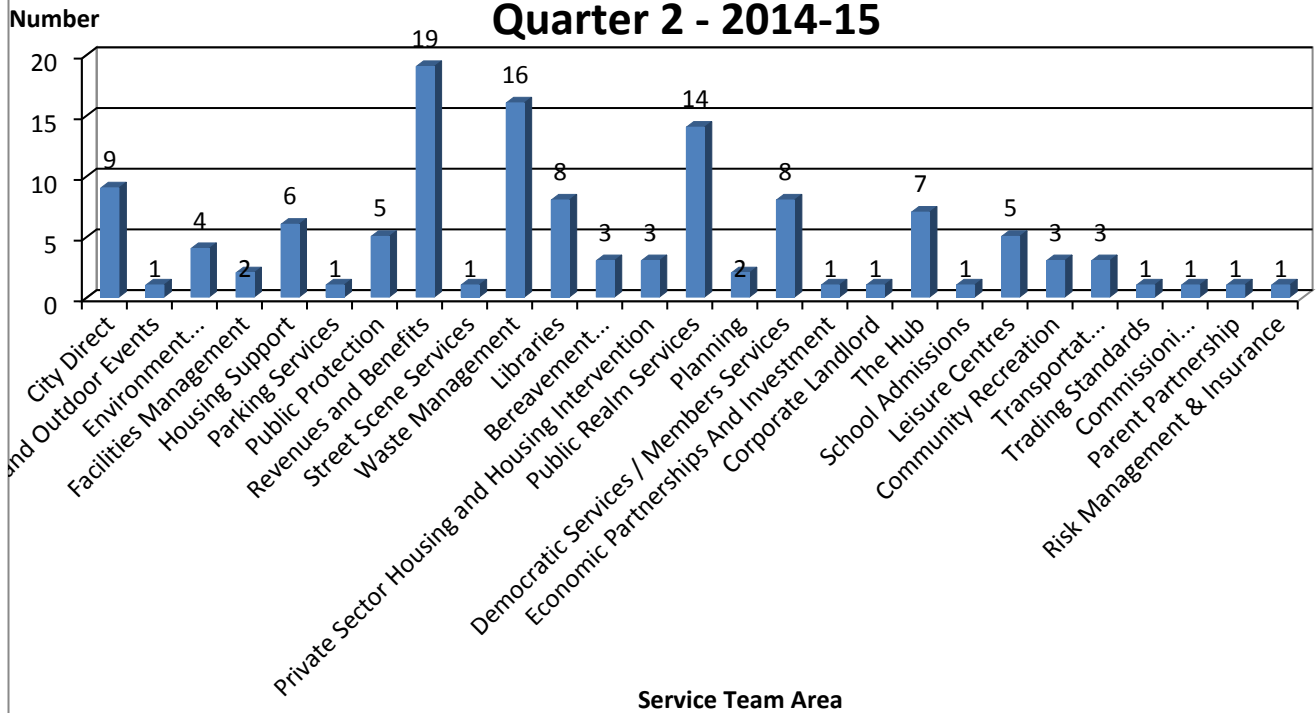
## Number of stage 1 complaints received per service team

### Quarter 2 – July – Sept 2014

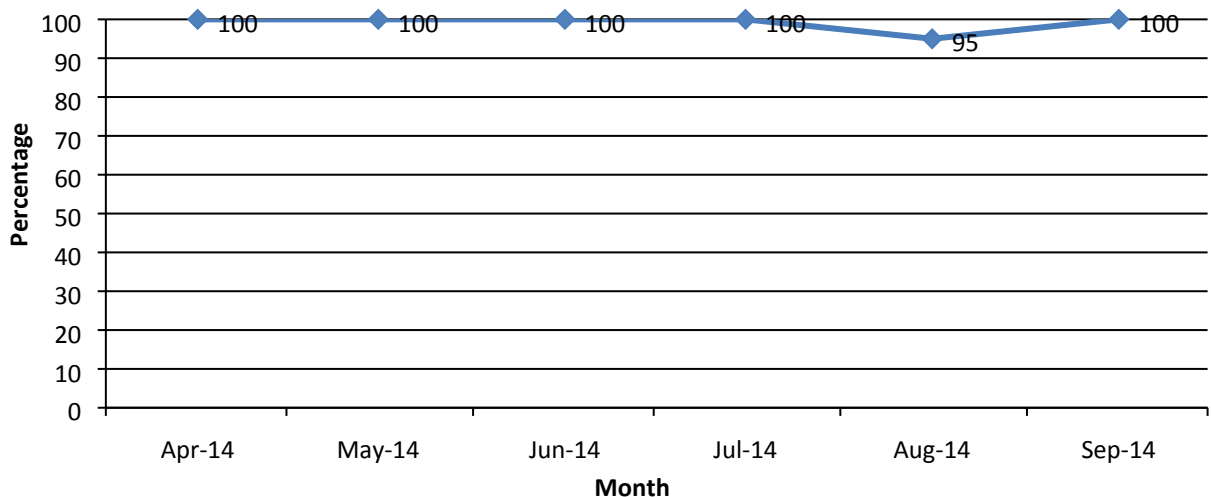
Service Team Area	Number of complaints received	Average response (days)	Number of complaints upheld	Number of complaints responded to within timescale
City Direct	9	15.0	4	9
Civic Halls and Outdoor Events	1	17.0	0	1
Environmental Health, Trading Standards and Licensing	4	14.0	0	4
Facilities Management	2	9.0	1	2
Housing Support	6	12.0	0	6
Parking Services	1	22.0	0	0
Public Protection	5	15.0	0	5
Revenues and Benefits	19	12.0	1	19
Street Scene Services	1	1.0	0	1
Waste Management	16	12.0	1	16
Libraries	8	8.0	0	8
Bereavement Services	3	11.0	0	3
Private Sector Housing and Housing Intervention	3	7.0	0	3
Public Realm Services	14	9.0	1	14
Planning	2	14.0	0	2
Democratic Services / Members Services	8	5.0	7	8
Economic Partnerships And Investment	1	20.0	0	1
Corporate Landlord	1	20.0	0	1
The Hub	7	9.0	1	7
School Admissions	1	16.0	0	1
Leisure Centres	5	16.0	0	5
Community Recreation	3	20.0	1	2
Transportation	3	10.0	0	3
Trading Standards	1	21.0	0	1
Commissioning - C&YP	1	16.0	0	1
Parent Partnership	1	21.0	0	1
Risk Management & Insurance	1	12.0	0	1
<b>Total</b>	<b>127</b>	<b>13.0</b>	<b>17</b>	<b>125</b>



### Number of stage 1 complaints received per service team area for Quarter 2 - 2014-15



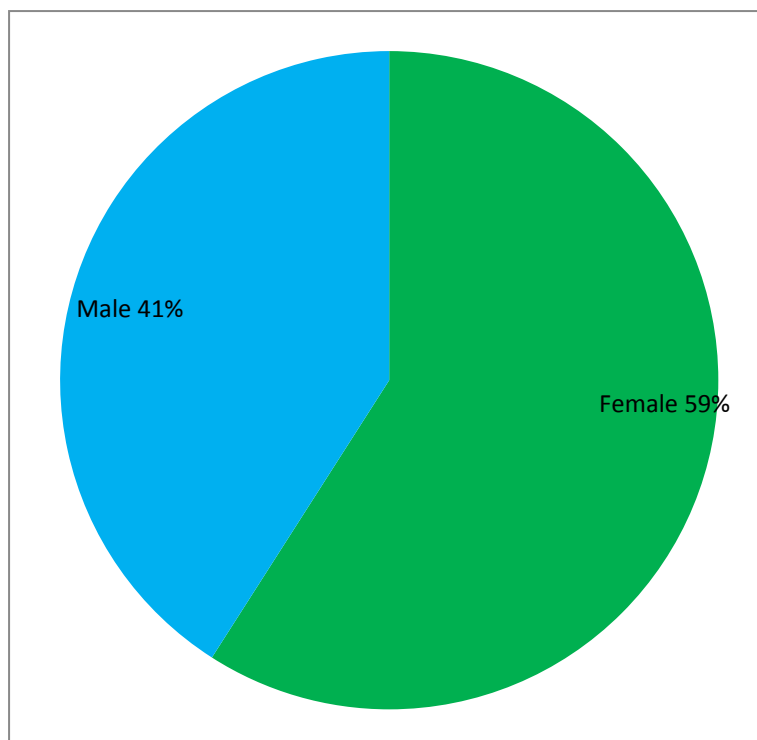
### Percentage of complaints responded within timescale for Quarter 1 and 2



### Equalities data for stage 1 complaints for Quarter 2 - 2014-15

Service Group	Gender - Female	Gender - Male
Schools, Skills & Learning	0	1
Regeneration	12	11
Central Services	10	12
Partnerships Economy and Culture	2	1
Health and Well Being and Disability	1	0
Older People and Personalisation	10	0
Environment and Leisure	22	17
Finance	17	10
Children Young People and Families	1	0
<b>Total</b>	<b>75</b>	<b>52</b>

### Equalities Data – Gender – Quarter 2 Complaints Received 2014-15



## Complaint Ward Data Quarter 2 – 2014-2015

<b>Key</b>
<b>G=Gender</b>
<b>E=Ethnicity</b>
<b>D=Disability</b>
<b>A=Age</b>

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
<b>Bilston East</b>	<b>3</b>		G=Female	Complaint regarding customer service received by an officer in public protection
			G=Female	Complaint regarding service received from waste management
			G=Male	Complaint regarding conflicting advice provided regarding blue badge timescales for mother's blue badge
<b>Bilston North</b>	<b>4</b>	<b>1</b>	G=Female	Complaint regarding dispute about non payment of council tax
			G=Female	Complaint regarding Environmental Health officer no show
			G=Male	Complaint regarding Bilston cemetery - damage to headstone and unsatisfactory work carried out surrounding gravestone
			G=Male	Complaint regarding the conduct of one of our officers

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
<b>Blakenhall</b>	<b>4</b>		G=Male E=AsianIndian A=25-44	Complaint regarding lack of response/advice from Trading Standards
			G=Male	Complaint regarding no response to request for meetings to resolve fly tipping issues with Environmental Health
			G=Male	Complaint regarding unhappy with officer assigned for investigation at service level
		<b>1</b>	G=Male	Complaint regarding details on the open register
<b>Bushbury North</b>	<b>10</b>		G=Female E=British A=60/65-74 D=Disability	Complaint regarding officer conduct (grave digger) at Bushbury Crematorium
			G=Female	Complaint regarding building works I54
			G=Female	Complaint regarding a huge and obstructive tree
			G=Female	Complaint regarding mouse treatment - not happy with 14 day revisit policy
		<b>1</b>	G=Female	Complaint regarding a Northcote Farm warden
		<b>1</b>	G=Female	Complaint regarding delay in issuing Blue Badge
			G=Male	Complaint regarding bin mens' refusal to empty recycling bin after contamination had been removed

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Male	Complaint regarding school admissions and appeals department - lack of response/communication for change of address
			G=Male	Complaint regarding tree encroachment
<b>Bushbury South and Low Hill</b>	<b>6</b>		G=Female E=WhiteBritish A= 60/65-74	Complaint regarding Low Hill Library - lack of communication regarding opening hours
			G=Female A=25-44	Complaint regarding officer conduct re: allegations of bin men using alleyway as a toilet
			G=Female	Complaint regarding reinscription fee - disagrees with policy to pay £90 - bereavement services
			G=Female	Complaint regarding a ASB neighbour and no consultation during land being sold
			G=Female	Complaint regarding non payment of invoices
		<b>1</b>	G=Male	Complaint regarding service received by The Hub
<b>East Park</b>	<b>3</b>		G=Female E=British A=45-60/65	Complaint regarding dissatisfaction of closure of east park library
			G=Female	Complaint regarding LDGS team - lack of communication

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Ettingshall	1		G=Male	Complaint regarding a removed swing on Dixon Street Park and vandals
Fallings Park	4		G=Male E=BlackAfrican A=45-60/65	Complaint regarding direct debits not taken from account even though set up with an officer over the phone and provided WCC with new address - unhappy with summons received for council tax
		1	G=Female	Complaint regarding not receiving postal vote
			G=Male	Complaint regarding landlord requesting suspension of tenants HB claims- alleging no response to call back request from City Direct
			G=Male	Complaint regarding lack of communication with regards to concerns about a tree on private land - Public Protection
Graiseley	7		G=Female	Complaint regarding lack of response to application/booking for swimming lessons - Bert Williams Leisure Centre
			G=Female	Complaint regarding officer requesting police protection due to customer being threatening private sector hsg

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding Officer, Private Sector Housing giving information to Social Services
			G=Female	Complaint regarding parking location of council contractor vehicles for street cleansing
			G=Female	Complaint regarding staff at Wulfrun Hall
			G=Male	Complaint regarding commercial company - delays in requests for action
			Blank	Complaint regarding outstanding invoices
Heath Town	2		G=Male	Complaint regarding officer conduct in homeless team
		1	G=Male	Complaint regarding details on the open register
Merry Hill	6		G=Female E=WhiteBritish A=45-60/65	Complaint regarding library being closed - Finchfield Library
			G=Male E=WhiteBritish A=60/65-74	Complaint regarding Shaw Road opening times - unhappy they have reverted to Winter Timetable
			G=Female	Complaint regarding poor communication from Council Tax
		1	G=Female	Complaint regarding details on open register
			G=Male	Complaint regarding bins collection policy
			G=Male	Complaint regarding maintenance of trees - unhappy that request is not being dealt with

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
<b>Oxley</b>	<b>5</b>		G=Female	Complaint regarding domestic waste collection - refuse will not reattend
			G=Female	Complaint regarding maintenance of overgrown hedge
			G=Female	Complaint regarding reminders received to pay invoices
			G=Female	Complaint regarding school admission/exclusion of place - lack of confirmation of school place
			G=Male	Complaint regarding officer's response regarding tenancy
<b>Park</b>	<b>5</b>		G=Female	Complaint regarding collection of bulky waste - charged incorrectly twice for service
			G=Female	Complaint regarding delay in issuing refund for fit card
			G=Female	Complaint regarding officer conduct - parking services
			G=Female	Complaint regarding unsatisfactory support from Environmental Health department
			G=Male	Complaint regarding customer service received from council tax
<b>Penn</b>	<b>1</b>		G=Female	Complaint regarding library being closed and not enough library staff - Finchfield Library



Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
Spring Vale	8		G=Male E=British A=45-60/65	Complaint regarding bin not being emptied - second week running and starting to smell. Also brown bin not emptied no card left for explanation
		1	G=Female A=45-60/65	Complaint regarding the delay in processing HB claim
			G=Female	Complaint regarding a noisy neighbour and a re-erected wall
			G=Female	Complaint regarding Active kids at Blakenhall Community & Healthy Living Centre - lack of communication regarding payments
			G=Female	Complaint regarding late HB payments to LL and discretionary payments being held back
		1	G=Female	Complaint regarding Blue Badge application - length of time to process
			G=Male	Complaint regarding HB and Council Tax payments - unhappy with advice provided for arrears and officer conduct
			G=Male	Complaint regarding payment of Council Tax and rent for deceased

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
<b>St Peter's</b>	<b>8</b>		G=Male E=BritishWhite A=45-60/65 D=Disability	Complaint regarding no resolution/inadequate support from Environmental Health with regards to waste vent
			G=Female	Complaint regarding advice provided by housing outreach team
			G=Female	Complaint regarding bedbug treatment - alleges treatment not completed correctly
			G=Female	Complaint regarding customer service at Central Library
			G=Female	Complaint regarding delays re: Out of hours/N'hood Wardens in removing discarded needle
			G=Female	Complaint regarding the service received by council tax
			G=Male	Complaint regarding Housing Benefits - Payment reduction
			G=Male	Complaint regarding unhappy with policy re: unable to remove shrubs
<b>Tettenhall Regis</b>	<b>8</b>		G=Male E=WhiteBritish A=60/65-74 D=Disability	Complaint regarding refusal of additional garden bin
			G=Male E=WhiteBritish A=60/65-74 D=Disability	Complaint regarding surrounding trees not being cut properly

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding Housing Benefit - requesting info from customer instead of Landlord
			G=Female	Complaint regarding housing options team - application loaded incorrectly and poor communication
			G=Female	Complaint regarding refuse worker conduct
			G=Female	Complaint regarding the advice that has been provided - in regards to her tree roots
			G=Male	Complaint regarding uncollected bin and conduct of refuse officer
			G=Male	Complaint regarding unhappy with planning permission granted
<b>Tettenhall Wightwick</b>	<b>2</b>	<b>1</b>	G=Female	Complaint regarding lack of action/communication by Street Scene regarding emptying of dog litter bin
			G=Male	Complaint regarding decision to reduce speed in York Avenue has negatively impacted traffic volumes in Linden Lea
<b>Wednesfield North</b>	<b>6</b>		G=Female	Complaint regarding a librarian - Officer conduct

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding converting Linthouse Lane into an environmental area
			G=Female	Complaint regarding Housing Benefit - unhappy with questioning about household composition
			G=Female	Complaint regarding incorrect information on city website
			G=Female	Complaint regarding officer conduct in risk and insurance department
			G=Male	Complaint regarding grass verges not being cut
<b>Wednesfield South</b>	<b>4</b>		G=Female E=Mixed A=16-24	Complaint regarding officer conduct on council tax reception (counter 19)
			G=Female	Complaint regarding loss of earnings due to closure of Low Hill Community Hub Centre
		<b>1</b>	G=Female	Complaint regarding brown bin not collected after being informed would be collected within 2 working days
			G=Male	Complaint regarding lack of action and communication by Street Scene
<b>Unknown</b>	<b>30</b>		G=Male A=60/65-74 D=Disability	Complaint regarding blue badge - Blue badge team make no allowances for changes by gov from DLA to PIP -

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
				unhappy with length of renewal process
			G=Female	Complaint regarding recovery agency bill issued to the incorrect address
			G=Male	Complaint regarding staff conduct - facilities management
			G=Male E=AsianIndian A=75 plus D=Disability	Complaint regarding the dispute with emptying the bins and location of bins
			G=Female E=Black Caribbean A=25-44	Complaint regarding customer service at Wolverhampton Central Library
			G=Female E=MixedWhite Black Caribbean A=25-44	Complaint regarding council tax payments - delays in responding to enquiry
			G=Female E=WhiteBritish A=16-24	Complaint regarding Housing Options team - incorrect advice providing by housing options team
		<b>1</b>	G=Male E=WhiteBritish A=25-44	Complaint regarding details on open register
			G=Female A=16-24 D=Disability	Complaint regarding an officers conduct in the Homeless Department
			G=Female E=British A=45-60/65	Complaint regarding outstanding invoices and lack of response to communication - residential placements

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
			G=Female	Complaint regarding Direct Debit not taken for mother's residential care
			G=Female	Complaint regarding non payment of invoices
			G=Female	Complaint regarding the service received by council tax
			G=Female	Complaint regarding Bert Williams Leisure Centre Swimming Lessons - denied swimming lessons due to customer refusing to provide children's personal information to the centre to be stored on database
			G=Female	Complaint regarding customer service at Wolverhampton Central Library
			G=Female	Complaint regarding officer conduct at Bert Williams Leisure Centre
			G=Female	Complaint regarding payment of waste removal from student accommodation.
			G=Female	Complaint regarding street scene - unhappy with pruning of the tree
			G=Female	Complaint regarding swimming policy for children - Bert Williams Leisure Centre
			G=Female	Complaint regarding wcc website and city pay telephone line

Ward	Number of Complaints Received	Number of Complaints Upheld	Equalities Data	Nature of Complaint
		1	G=Female	Complaint regarding blue badge refund
			G=Male	Complaint regarding Black Country Gold Grant - unhappy with outcome of application
			G=Male	Complaint regarding democratic support/school admission processes and officer conduct
			G=Male	Complaint regarding information given from Housing Benefits
			G=Male	Complaint regarding no action/response from trading standards r: identity fraud tier 4 sponsor Bilston Community College
			G=Male	Complaint regarding refusal of over grown tree to be cut
			G=Male	Complaint regarding the service received from the Housing Benefits Section
		1	G=Male	Complaint on relative's behalf regarding Your Vote Matters circular - unhappy with process for open registers
		1	G=Male	Complaint regarding conduct of a Fleet Services driver
		1	G=Male	Complaint regarding received letter stating that he is on the open register when he has

				previously requested to be removed
<b>Total</b>	<b>127</b>	<b>17</b>		

### Ward Complaint Data Received for Quarter 2 – 2014-2015

<b>Wards</b>	<b>Number of complaints received</b>
Bilston East	3
Bilston North	4
Blakenhall	4
Bushbury North	10
Bushbury South and Low Hill	6
East Park	3
Ettingshall	1
Fallings Park	4
Graiseley	7
Heath Town	2
Merry Hill	6
Oxley	5
Park	5
Penn	1
Spring Vale	8
St Peter's	8
Tettenhall Regis	8
Tettenhall Wightwick	2
Wednesfield North	6
Wednesfield South	4
Unknown	30
<b>Total</b>	<b>127</b>



## Ward Data Complaints Received for Quarter 2 – 2014-2015

