

Fleet Management															
Grounds Maintenance			1												1
Street Cleansing	4		1												5
Waste Collection & Recycling	7		14												21
Total	17	1	33			3			0	1	0				55
Total for authority	23	1	46	1	0	7	0	0	3	4	0	0	0	0	85

- (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 Coordinator – 08th January 2019**