Complaints April 2019 - Mar 2020 - OUTCOMES

Complaints April 2019		VIES	Directorate	Division	Service					
Directorate	Division	Service	Total	Total	Total			Partly Upheld		Withdrawn
Corporate Services	Percentage Outco	omes	127			65 51%	14 11%	17 13%	30 24%	1 1%
	Participation, Policy			0						
	Digital & IT			0						
	Law & Governance			5		4	0	0	1	0
		Legal Business Support Services								
		Committee Services Mayor's Office								
		Electoral Services			5	4			1	
	People & Inclusion (	HR)		0						
	Finance & Procurem	nent		2					2	
	Customer Services	Denefite		120		61	14	17	27	1
		Benefits Council Tax & Business Rates			6 17	3	5	4	4	1
		Customer & Registration Services			13	3	2	4	4	
Parking Operations		Contact Camden Parking Operations			14 70	2 50	3	3 6	6	
Supporting Commu	Supporting Communities  Percentage Outcomes		677			202	154	157	141	23
	Community Services	s		14		30% 4	23%	23%	21% 8	3% 0
		Sports & Physical Activity Community Partnerships			0 2	1			1	
		Libraries, Arts & Tourism Safer Camden Network			11	2		2	7	
		Community Safety &			1	1				
	Development	Emergency Management		13		3	2	3	5	0
		Community Investment & Regeneration Programme			1		1			
		Asset Strategy & Valuation Neighbourhoods			0				1	
		Town Hall Project			0					
	Havein - M.	Regeneration & Development		242	11	3	1	3	4	7
	Housing Manageme			218	28	<b>85</b>	<b>29</b>	31	<b>66</b>	2
		Estate Management (general) Estate Management (estate			30	9	8	9	4	-
		parking) Leaseholder Services			30	17	4	8	3	1
		Landlord Services Camden Safety Programme			124	51	13	14	42	4
		Tenant & Leaseholder Participation			3	2			1	
	Property Manageme	ent		346		79	106	108	39	14
		Facilities Management Planned Works			1 45	9	8	16	11	1
		Property Planning & Asset Management			2			1	1	
	Paganaration & Plan	Repairs & Operations		84	298	69 <b>31</b>	98 <b>16</b>	91 <b>13</b>	27 <b>22</b>	13 <b>2</b>
	Regeneration & Plan	Transport Planning & Parking		04	4	2	10	13	2	
		Strategy Inclusive Economy			0					
		Development Management HS2 Programme			19 0	6	1	5	7	
		Sustainability, Air Quality & Energy			0					
		Engineering & Building Control Environment Services			3 37	3	9	6	11	2
		Green Spaces			9	2	3	2	2	2
	Resident Safety	Public Protection		2	12	9	3 1	0	1	0
		Resident Safety Engagement Safer Homes			1				1	
		Safety Performance &			1		1			
Supporting People		Safety Performance & Governance	188			91	26	32	29	10
	Percentage Outco	Safety Performance & Governance	188	49		48%	26 14%	17%	29 15%	5%
	Percentage Outco	Safety Performance & Governance  Dimes Prvices Camden Accessible Travel	188	49			26		29	
		Safety Performance & Governance  Omes  Prices Camden Accessible Travel Solutions Housing Needs & Private	188	49	1 8	48% 17	26 14%	17% 7	29 15% 21 7	5% 2
		Safety Performance & Governance  Omes  Invices  Camden Accessible Travel Solutions  Housing Needs & Private Sector Housing Housing Commissioning &	188	49	1	48% 17	26 14% 2	17%	29 15% 21	5%
	Housing Support Se	Safety Performance & Governance  DMES  DMES  Camden Accessible Travel Solutions Housing Needs & Private Sector Housing	188	49	1 8	48% 17	26 14% 2	17% 7	29 15% 21 7	5% 2
	Housing Support Se	Safety Performance & Governance & Governance Solvens    Prices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Oraninsisoning & Partnerships   Temporary Accommodation	188	49	8 38	48% 17 1 15	26 14% 2 1	7	29 15% 21 7 13	2
	Housing Support Se	Safety Performance & Governance & Governance Solvens    Prices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Oraninsisoning & Partnerships   Temporary Accommodation	188		8 38 3 26	48% 17 1 15 1 20 8	26 14% 2 1 1 15 9	7 7 9 5	29 15% 21 7 13	2
	Housing Support Se	Safety Performance & Governance  mes  ryrices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS)	188		8 38 3 26 7	48% 17 1 15 1 20 8	26 14% 2 1 1 15 9	7 7 9 5	29 15% 21 7 13	2 4 3
	Housing Support Se	Safety Performance & Governance  "Trices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation Support & Safeguarding Adults Integrated Learning Disability	188		8 38 3 26	48% 17 1 15 1 20 8	26 14% 2 1 1 15 9	7 7 9 5	29 15% 21 7 13	2
	Housing Support Se	Safety Performance & Governance Sovernance  Dimes  Prices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS) Camden & Islington Trust (incl	188		8 38 3 26 7	48% 17 1 15 1 20 8	26 14% 2 1 1 15 9	7 7 9 5	29 15% 21 7 13	2 4 3
	Housing Support Se	Safety Performance & Governance  Governance  Prvices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Needs & Private Sector Housing Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS) Camden & Islington Trust (nol RaR, SAMH.)  Awards & Contributions Team  Transformation & Performance	188		8 38 3 26 7	48% 17 1 15 20 8 2	26 14% 2 1 1 15 9	7 7 7 9 5	29 15% 21 7 13	2 4 3
	Housing Support Se	Safety Performance & Governance  Omes  Trices  Camden Accessible Travel Solutions  Housing Needs & Private  Sector Housing  Housing Ocommissioning & Partnerships  Temporary Accommodation  Support & Safeguarding Adults  Integrated Learning Disability  Service (CLDS)  Camden & Islington Trust (Incl R&R, SAMH.)  Awards & Contributions Team	188		8 38 3 26 7 7	48% 17 1 15 1 20 8 2 3	26 14% 2 1 1 15 9 4	7 7 7 9 5	29 15% 21 7 13	2 4 3
	Housing Support Se	Safety Performance & Governance  OMES  Trices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Dsability Service (CLDS) Camden & Islington Trust (incl RAR, SAMH.)  Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service Provider Services (Camden	188		8 38 3 26 7 7 5	48% 17 1 15 120 8 2 3 3	26 14% 2 1 1 15 9 4	7 7 7 9 5	29 15% 21 7 13	2 4 3
	Housing Support Se	Safety Performance & Governance  OMES  Trices  Camden Accessible Travel Solutions  Housing Needs & Private Sector Housing Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS) Camden & Islington Trust (incl RAR, SAMH.)  Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service  Provider Services (Camden Carers)	188		1 8 8 38 3 26 7 7 5 5 2 2	48% 17 1 15 20 8 2 3 3 1	26 14% 2 1 1 15 9 4	7 7 7 9 5	29 15% 21 7 13	2 4 3
	Housing Support Se	Safety Performance & Governance & Governance	188	50	1 8 38 38 26 7 7 5 2 2 2	48% 17 1 15 20 8 2 3 3 1 1 2 1 44 3	26 14% 2 1 1 155 9 4 1	17% 7 7 9 5 1 2 1 10 10	29 15% 21 7 13 1 1 2 1	2 4 3
	Housing Support Se	Safety Performance & Governance	188	50	1 8 38 3 26 7 7 5 2 2 1 1 4 4 333	48% 17 1 15 20 8 2 3 3 1 1 2 1 44 3 23	14% 2 1 1 1 15 9 4 1 1	17% 7 7 9 5 1 2 1 10 10 5	29 15% 21 7 13 1 2 1	5% 2 2 4 3
	Adult Social Care	Safety Performance & Governance	188	50	1 8 38 38 26 7 7 5 2 2 2	48% 17 1 15 20 8 2 3 3 1 1 2 1 44 3	26 14% 2 1 1 155 9 4 1	17% 7 7 9 5 1 2 1 10 10	29 15% 21 7 13 1 1 2 1	2 4 3
	Housing Support Se	Safety Performance & Governance  Omes  Trices  Camden Accessible Travel Solutions  Housing Needs & Private  Sector Housing  Housing Needs & Private  Sector Housing  Housing Commissioning & Partnerships  Temporary Accommodation  Support & Safeguarding Adults  Integrated Learning Disability  Service (CLDS)  Camden & Islington Trust (incl R&R, SAMH.)  Awards & Contributions Team  Transformation & Performance  Mental Health Social Work  Service  Frovider Services (Camden  Carers)  Garding & Social Work  Children & Young People  Disability Service (MOSAIC)  Children & Young People  Losability Service (MOSAIC)  Children & Tollitren & Care  Leavers  Children's Quality Assurance  Prevention	188	50	1 8 8 38 3 26 7 7 5 2 2 1 1 4 4 33 3 29 2	48% 17 1 15 20 8 2 3 3 1 1 2 1 44 3 23 17 11 10	14% 2 1 1 1 15 9 4 1 1	17% 7 7 9 5 1 1 10 10 5 3	29 15% 21 7 13 1 2 1	5% 2 2 4 3
	Adult Social Care	Safety Performance & Governance	188	50	1 8 38 3 26 7 7 5 2 2 1 1 4 4 33 29	48% 17 1 15 20 8 2 3 3 1 2 1 4 4 3 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	26 14% 2 1 1 1 15 9 4 1	17% 7 7 9 5 1 1 10 10 1 5 3 1	29 15% 21 7 13 1 2 1 1	5% 2 2 4 3
	Adult Social Care	Safety Performance & Governance	188	50	1 8 8 38 3 26 7 7 5 2 2 1 1 4 4 33 29 2 2 2	48% 17 1 15 15 20 8 2 3 3 1 1 2 1 44 3 23 17 10 10 10 10 10 10 10 10 10 10 10 10 10	26 14% 2 1 1 1 15 9 4 1	17% 7 7 9 5 1 1 10 10 1 5 3 1	29 15% 21 7 13 1 2 1 1	5% 2 2 4 3
	Adult Social Care  Children's Safeguar	Safety Performance & Governance  Omes  Privices Camden Accessible Travel Solutions Housing Needs & Private Sector Housing Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS) Camden & Islington Trust (incl RAR, SAMH.)  Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service Gliditer & Young People Disability Service (MOSAIC) Children & Young People Disability Service (MOSAIC) Children & Young People Disability Service (MOSAIC) Children's Quality Assurance Prevention  Early Years Family Support & Complex Familes Integrated Youth Service Special Educational & Integrated Youth Service Special Educational & Integrated Youth Service	188	50	1 8 8 38 3 26 7 7 5 5 2 2 1 1 4 4 33 3 29 2 1 1 1 1 1 1 7	48% 17 1 15 20 8 2 3 3 1 2 1 44 43 3 23 17 1 10 2	26 14% 2 1 1 1 15 9 4 1	17% 7 7 9 5 1 1 10 10 1 5 3 1	29 15% 21 7 13 1 2 1 1	5% 2 2 4 3
	Adult Social Care  Children's Safeguar  Early Intervention &	Safety Performance & Governance	188	68	1 8 8 38 3 26 7 7 5 2 2 1 1 4 33 29 2 2 1 1 17 0 0	48% 17 1 15 120 8 2 3 3 1 2 1 44 3 23 17 1 10 2 1 1 6	26 14% 2 1 1 15 9 4 1 1 1 2 4 3 3	17% 7  9 5 1 2 1 10 10 5 3 1 6	29 15% 21 7 13 1 1 2 1 1	5% 2 2 4 3 1
	Adult Social Care  Children's Safeguar	Safety Performance & Governance	188	50	1 8 8 38 3 26 7 7 5 5 2 2 1 1 4 4 33 3 29 2 1 1 1 1 1 1 7	48% 17 1 15 1 20 8 2 3 3 1 2 1 44 3 23 17 1 10 2 1 1 10 1	26 14% 2 1 1 15 9 4 1 1	17% 7  9 5 1 2 1 10 10 1 5 3 1 6	29 15% 21 7 13 1 1 2 1 1	5% 2 2 4 3 1
	Adult Social Care  Children's Safeguar  Early Intervention &	Safety Performance & Governance	188	68	1 8 8 38 3 3 26 7 7 5 2 2 1 1 4 4 33 3 29 2 2 1 1 17 0 0 0 0	48% 17 1 15 120 8 2 3 3 1 2 1 44 3 23 17 1 10 2 1 1 6	26 14% 2 1 1 15 9 4 1 1 1 2 4 3 3	17% 7  9 5 1 2 1 10 10 5 3 1 6	29 15% 21 7 13 1 1 2 1 1	5% 2 2 4 3 1
	Adult Social Care  Children's Safeguar  Early Intervention &	Safety Performance & Governance	188	68	1 8 8 38 38 26 7 7 5 2 2 1 1 1 17 0 0 0 0	48% 17 1 15 120 8 2 3 3 1 2 1 44 3 23 17 1 10 2 1 1 6	26 14% 2 1 1 15 9 4 1 1 1 2 4 3 3	17% 7  9 5 1 2 1 10 10 5 3 1 6	29 15% 21 7 13 1 1 2 1 1	5% 2 2 4 3 1
	Adult Social Care  Children's Safeguar  Early Intervention &	Safety Performance & Governance  Onnes  Trices Camden Accessible Travel  Solutions Housing Needs & Private Sector Housing Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS) Camden & Islington Trust (Incl R&R, SAMH.) Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service (Clms) Camden & Islington Trust (Incl R&R, SAMH.) Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service Carles) Carles Discoult Work Children & Young People Disability Service (MOSAIC) Children Neurol (Children & Carle Leavers Children's Quality Assurance Prevention Early Years Family Support & Complex Families Integrated Youth Service Special Educational & Integrated Commissioning Resources Mental Health & Learning Disabilities Integrated Commissioning Children's Integrated Commissioning Children's Integrated Commissioning	188	68	1 8 8 38 38 26 7 7 5 2 2 1 1 1 1 1 1 7 0 0 0 0 0 0 0	48% 17 1 15 120 8 2 3 3 1 2 1 44 3 23 17 1 10 2 1 1 6	26 14% 2 1 1 15 9 4 1 1 1 2 4 3 3	17% 7  9 5 1 2 1 10 10 5 3 1 6	29 15% 21 7 13 1 1 2 1 1	5% 2 2 4 3 1
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	Adult Social Care  Children's Safeguar  Early Intervention &	Safety Performance & Governance  Onnes  Trices Camden Accessible Travel  Solutions Housing Needs & Private Sector Housing Housing Needs & Private Sector Housing Housing Commissioning & Partnerships Temporary Accommodation  Support & Safeguarding Adults Integrated Learning Disability Service (CLDS) Camden & Islington Trust (Incl R&R, SAMH.) Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service (Clms) Camden & Islington Trust (Incl R&R, SAMH.) Awards & Contributions Team  Transformation & Performance Mental Health Social Work Service Carles) Carles Discoult Work Children & Young People Disability Service (MOSAIC) Children Neurol (Children & Carle Leavers Children's Quality Assurance Prevention Early Years Family Support & Complex Families Integrated Youth Service Special Educational & Integrated Commissioning Resources Mental Health & Learning Disabilities Integrated Commissioning Children's Integrated Commissioning Children's Integrated Commissioning	992	68	1 8 8 38 38 26 7 7 5 5 2 2 1 1 1 17 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	48% 17 1 15 120 8 2 3 3 1 2 1 44 3 23 17 1 10 2 1 1 6	26 14% 2 1 1 15 9 4 1 1 1 2 4 3 3	17% 7  9 5 1 2 1 10 10 5 3 1 6	29 15% 21 7 13 1 1 2 1 1	5% 2 2 4 3 3 1