Complaints April 2021 - Mar 2022				Complaint Types													
		Directorate Total	Division Total	Service Total	Delay in providing a service	Staff behaviour/ Poor customer care	Quality of service	Lack of communication	Disagree with decision/ action	Lack of info/ advice/ access to service	Compensation	Resident Dispute/ ASB	Repairs - Lift Issues	Repairs - Leaks/ Flooding	Repairs - Damp/ Mould	Repairs - Heating / Water/ Boiler	Not recorded
Directorate Division	Service	72			16	6	17	9	24	0	0	0	0	0	0	0	0
Corporate Services Participation, Policy & Communication		12	1		10	0	1	9	24	U	U	U	U	U	U	U	U
			•				•										
Digital & IT			1				1										
					-					-	-				-		-
Law & Governance	Legal		3	0	2	0	1	0	0	0	0	0	0	0	0	0	0
	Business Support Services				2												
	Committee Services																
	Mayor's Office Electoral Services						1										
Electoral Services People & Inclusion (HR)			1		1												
Finance & Procurement			2		2												
	ient																
Customer Services			64		11	6	14	9	24	0	0	0	0	0	0	0	0
	Benefits			7	3		1	2	1								
	Council Tax & Business Rates Customer & Registration			16	1			5	9								
	Services			11	7	2	2										
	Parking Operations			30		4	10	2	14								
Supporting Communities		1055			213	91	337	131	29	5	31	28	9	73	56	52	0
Community Service	S Sports & Physical Activity		9	0	1	2	4	1	0	0	0	1	0	0	0	0	0
	Community Partnerships			0													
	Libraries, Arts & Tourism			1			1										
	Safer Camden Network Community Safety &			0													
	Emergency Management			8	1	2	3	1				1					
Development			6		1	1	3	1	0	0	0	0	0	0	0	0	0
	Community Investment &			0													
	Regeneration Programme Asset Strategy & Valuation			0													
	Neighbourhoods			2		1	1										
	Town Hall Project			0													
	Regeneration & Development			4	1		2	1									
Housing Manageme	Housing Management		139		22	25	38	21	4	2	0	27	0	0	0	0	0
				19	3		14	2									
	Estate Management (general) Estate Management (estate																
	parking)			15	2		9	4									
	Leaseholder Services			18	2		4	6	4	2							_
	Landlord Services Camden Safety Programme			87	15	25	11	9				27					0
	Tenant & Leaseholder			0													
	Participation			U													
Property Manageme	ent		728		165	31	238	73	0	0	31	0	9	73	56	52	0
	Facilities Management Planned Works			3	0		4	2									
	Property Planning & Asset			1	1												
	Management			717	164	31	233	69			24		9	70	FC	52	
Regeneration & Plan	Repairs & Operations		84	/1/	164		233 29	68 14	14	3	31 0	0	9 0	73 0	56 0	52 0	0
	Transport Planning & Parking			0							-						
	Strategy Inclusive Economy			0													
	Development Management			31	2		8	7	14								
	HS2 Programme			0													
	Sustainability, Air Quality &			0													
	Energy Engineering & Building Control			0													
	Environment Services			35	5	8	16	6									
	Green Spaces Public Protection			11 7	5	2	4	1		3							
Housing Support Se			89	,	11	21	25	21	11	0	0	0	0	0		0	0
including cupport of	Camden Accessible Travel			1			1			_	-						
	Solutions			87	11	21	23	21	11								
	Housing Needs Housing Commissioning &				11	21		21	11								
	Partnerships			1			1										
	Private Sector Housing			0													
Resident Safety	Temporary Accommodation		0	0	0	0	0	0	0	0	0	0	0	0		0	0
Resident Salety	Resident Safety Engagement		U	0	U	U	0	U	U	0	3	0	U	U		0	
	Safer Homes			0													
	Safety Performance & Governance			0													
	Governance																

Supporting People	89			8	21	47	3	7	2	0	0	0	0		0	1
Adult Social Care		25		5	2	13	3	1	1	0	0	0	0		0	0
			18	5	1	8	3	1								
Support & Safeguard	ng Adults		10	3	1	0	3									
Integrated Learning I	isability		3		1	1			1							4
Service (CLDS)			Ű													
Camden & Islington	rust (incl		0													4
R&R, SAMH,)						_										
Awards & Contributio	ac Toom		2			2										
Awards & Contributio	is realli															
Transformation & Pe	formance		0													
Mental Health Social	Work															
Service			0													
Provider Services			2			2										
Children's Safeguarding & Social Wo	k	51		3	18	29	0	0	0	0	0	0	0	0	0	1
Children & Young Pe	ople		9		4	5										
Disability Service (M	SAIC)		-		4	5										
Children In Need			18		9	8										1
Looked After Childre	& Care		19	3	4	12										
Leavers																4
Children's Quality As	surance		5		1	4					-					4
Early Intervention & Prevention		13		0	1	5	0	6	1	0	0	0	0		0	0
Early Years Family Support & Co	and and		4			4										4
Family Support & Co	npiex		1		1											
Integrated Youth Ser	ico		0													4
Special Educational																
Inclusion Intervention			8			1		6	1							
Adult Community Le			0													
Education & Integrated Commissioni		0	0	0	0	0	0	0	0	0	0	0	0		0	0
Resources			0													
Mental Health & Lea																
Disabilities Integrate			0													
Commissioning																
Adults Commissionir	g		0													
Children's Integrated			0													
Commissioning Education, Commiss	a ala a D															4
Education, Commiss School Organisation	uning &		0													
	1010			007	440	404	4.40	<u> </u>	-	04		•	70	50	50	
Whole Council Total	1216			237	118	401	143	60	7	31	28	9	73	56	52	
	Perc	entage Outo	comes	20%	10%	32%	12%	4%	0.7%	3%	2%	0.7%	6%	5%	4%	0.1%