

April – Sept Complaints Register 2007/2008

Dept	Number of Complaints	Amount of Compensation Awarded	Resolved at Stage 1	Resolved at Stage 2	Still ongoing	Within timescale/	Satisfied	
							Yes	No
Waste	20	£16.50	19	1		16	16	4
Open Spaces	2		2			2	2	
Enforcement	8	1 Fee waived £150.00	7	1	3		4	4
Health & Safety	1		1			1	1	
Legal	1	£1.24	1			1	1	
Environmental Health	1		1			1		1
Regeneration	15	£200	7	2	6	7	6	9

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Customer Services Copeland Direct	8		7	1		7	8	
Customer Services Revenues & Benefits	22		20	1		16	13	7
Totals	78	£367.74	46	6	9	51	51	25

A copy of the Detailed Report is available upon request.

Compliments received

Beacon/TIC Services ~ 2 Excellent, 2 Very good, 3 Good.

Customer Services ~ Thank you for patience & kindness in helping the customer re her recent move.

Enforcement ~ Thanks to Traffic wardens help with a flat tyre

Open Spaces ~ Thanks for donation of plants re fund raiser for the Hill Community Hall.

Customer Relations ~ Thanks for prompt and efficient service.

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Cleansing teams in town centre, praised for their hard work keeping the town presentable.

Open Spaces ~ How well Trinity gardens & St Nicholas Gardens are maintained.

Legal ~ Complimented on the standard of induction training for Allerdale Councillors'

Customer Services ~ Organising the speedy removal of Refuse.

Recycling ~ quick response for new resident to Copeland

Environmental Health ~ Professionalism of staff & pest control officer

Cemetery Staff ~ Excellent care to a relative researching their ancestors

Customer Services/Waste Management “Service was brilliant” replacement of stolen bin