

Customer Services

Complaints - Quarter 1
April-June 2019-2020

SMBC

Total number of complaints registered



	19-20	18-19
	234	174

Customer Services

Total number of complaints registered



	19-20	18-19
	14	24

SUB AREA TEAM

Customer Service complaints registered by Sub Team

Contact Centre	11
Cemeteries	02
Blue Badge	01

Complaint Type

Total number of Customer Service complaint by Type

07	➔	Unhappy with service delivery
03	➔	A policy, decision or procedure
02	➔	Impolite, rude, unfair, bias or prejudice
02	➔	Misleading or unsuitable advice given

CUSTOMER SERVICES

Total number of Customer Service complaints by month

	19-20	18-19
April	05	07
May	03	08
June	6	09