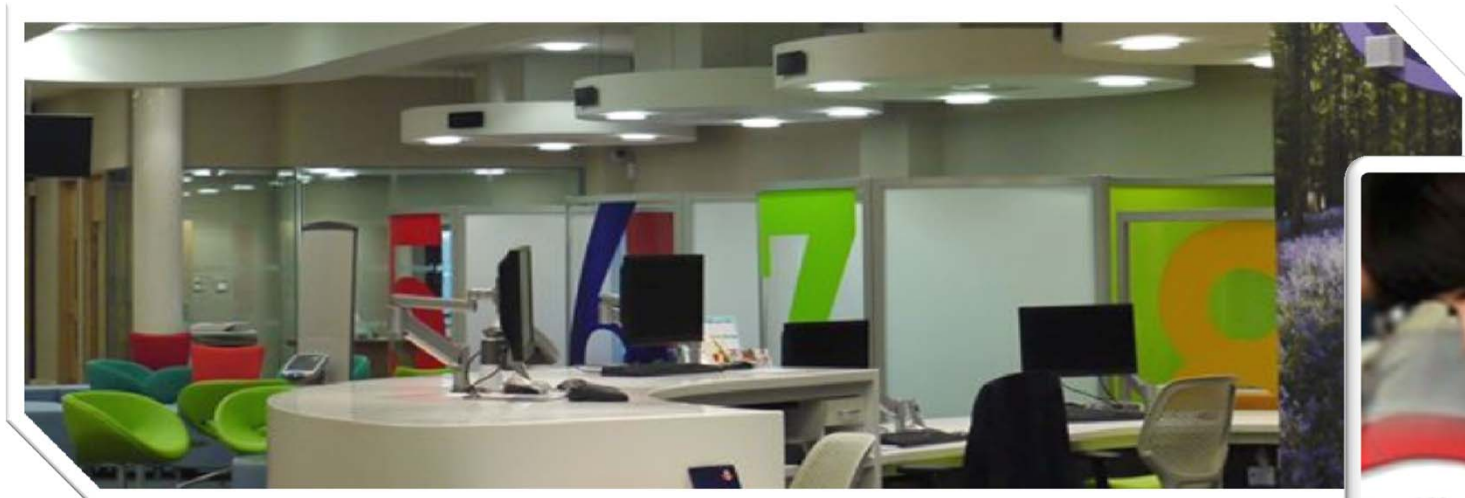


Customer Services



Customer Service Performance

Year End Statistics

2015/16

Complaints



Total customers seen by an advisor at all Walk in Centres

**2015/16
69,485**

Total number of complaints registered for Walk in Centres

**2015/16
11**

Overall total number of complaints registered for Solihull Council

**2015/16
503**

Total number of calls to the Contact Centre

**2015/16
323,850**

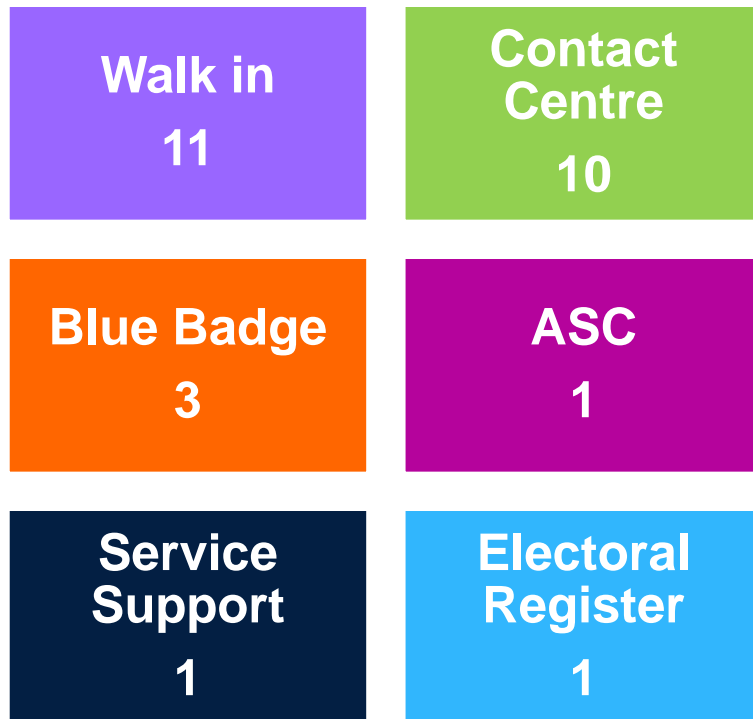
Total number of complaints registered for the Contact Centre

**2015/16
10**

Complaints and Compliments



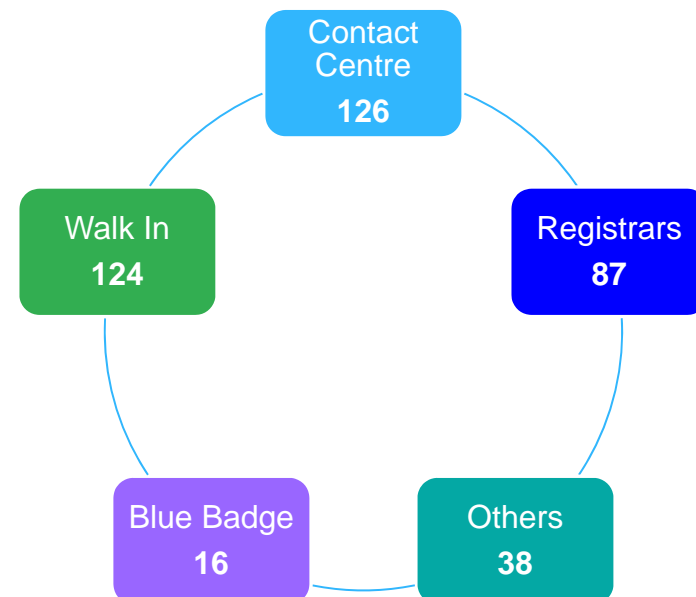
Customer Service complaints by Sub Team 2015/16



Total customer service compliments



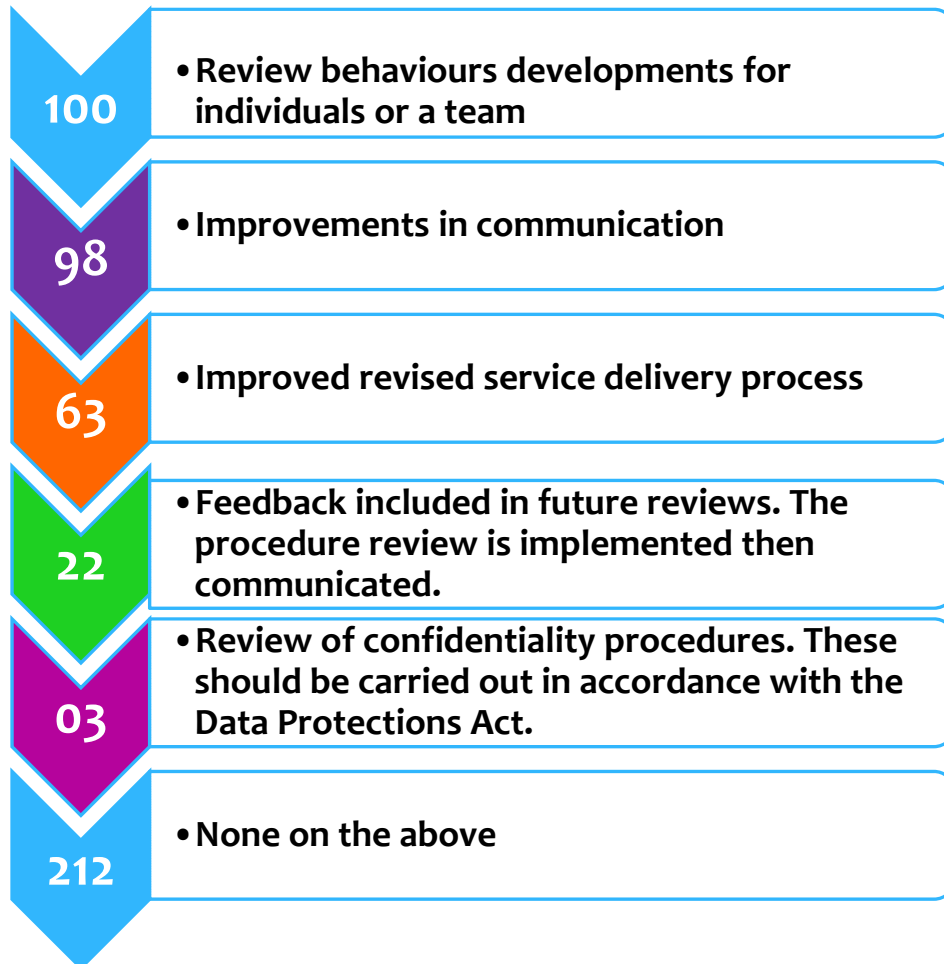
Compliments by Sub Team



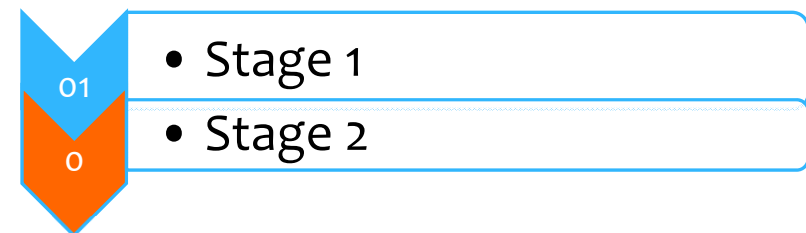
Complaints



Number of Complaint learning categories recorded

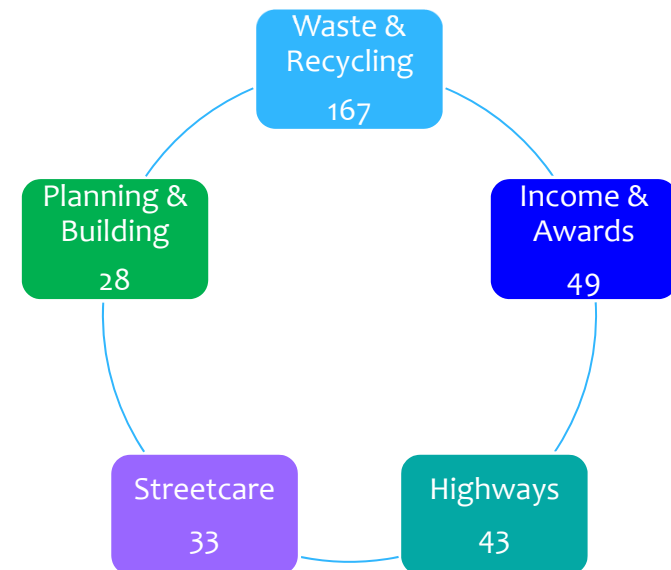


Customer Service complaints responded to outside of timescale



Top 5 Service Area complaints

2015/16



Comments



Total customer comments registered for all Service Areas



Total number of comments registered for Customer Services



Total number of comments registered for Libraries and Arts



Top 5 Service Area customer comments 2015/16

