#### **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



Overall total number of complaints registered for Solihull Council



Total number of calls to the Contact Centre



Total number of complaints registered for the Contact Centre



### **Complaints and Compliments**



## Customer Service complaints by Sub Team 2015/16

Walk in 11

Contact Centre 10

Blue Badge 3

ASC 1

Service Support 1

Electoral Register

#### **Total customer service compliments**



#### **Compliments by Sub Team**



### **Complaints**



# Number of Complaint learning categories recorded

 Review behaviours developments for individuals or a team

• Improvements in communication

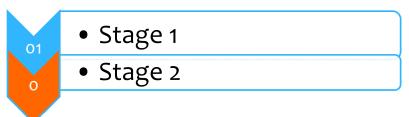
• Improved revised service delivery process

 Feedback included in future reviews. The procedure review is implemented then communicated.

 Review of confidentiality procedures. These should be carried out in accordance with the Data Protections Act.

None on the above

## Customer Service complaints responded to outside of timescale



## Top 5 Service Area complaints 2015/16



03

100

98

63

22

212

#### **Comments**



Total customer comments registered for all Service Areas

2015/16 1292

Total number of comments registered for Customer Services

2015/16 173

Total number of comments registered for Libraries and Arts



Top 5 Service Area customer comments 2015/16

