

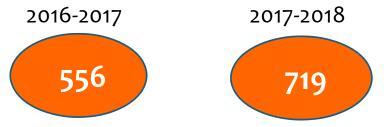
Performance

**Year End Statistics** 

1<sup>st</sup> April 2017 – 31<sup>st</sup> March 2018

## Complaints





## Overall number of complaints registered for Customer Services



## Overall number of complaints registered for Cemeteries



# Customer Services complaints registered by Sub Team



## Complaints

#### **Learning Categories**

• Review behaviours developments for 09 individuals or a team • Improvements in communication 10 • Improved revised service delivery process 16 • Feedback included in future reviews. The procedure review is implemented then 01 communicated. • Review of confidentiality procedures. These should be carried out in accordance 02 with the Data Protections Act. Customer comments included in review of how we apply policies, decisions and 05

procedures

#### **Complaint Type**

32

05

03

02

01

• Dissatisfaction in service delivery • Dissatisfaction with the way we apply policy, a decision or a procedure

• Impoliteness, rudeness, unfairness, bias or prejudice

• Inappropriate use of information

• Refusal to answer reasonable questions, misleading or unsuitable advice

# Compliments & Comments

#### Compliment Type for Customer Services

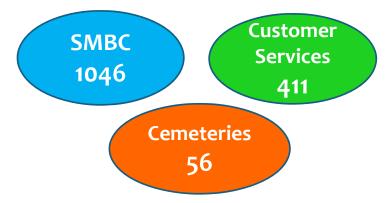
High standard of service
46

Helpfulness of service
77

Named employee helpfulness
138

Other
06

# Total number of Compliments registered



## Total number of customer comments registered

