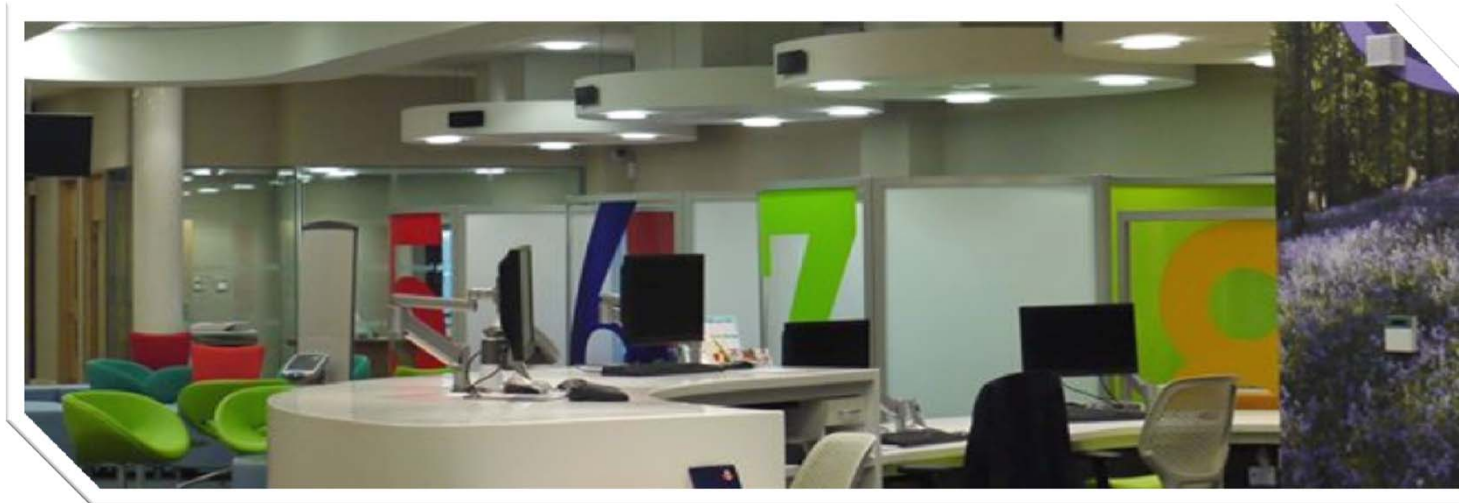


Customer Services



Performance

Year End Statistics

1st April 2017 – 31st March 2018

Customer Services

Complaints

Total number of complaints registered for all Service Areas across Solihull Council

2016-2017

556

2017-2018

719

Overall number of complaints registered for Customer Services

2016-2017

34

2017-2018

24

Overall number of complaints registered for Cemeteries

2016-2017

10

2017-2018

19

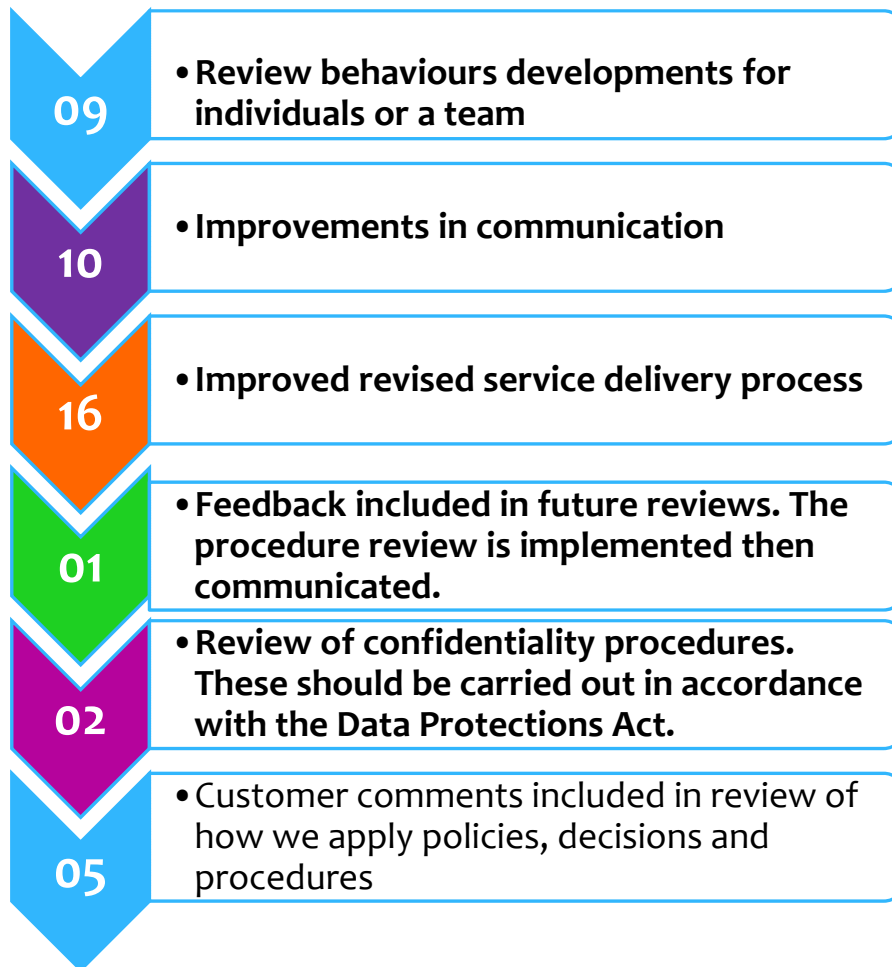
Customer Services complaints registered by Sub Team

Connect Contact Centre 14	Connect Walk-In Centre 05
Service Support 01	Cemeteries 19
Benefit Assessment 01	Council Tax 01
Registration Services 02	

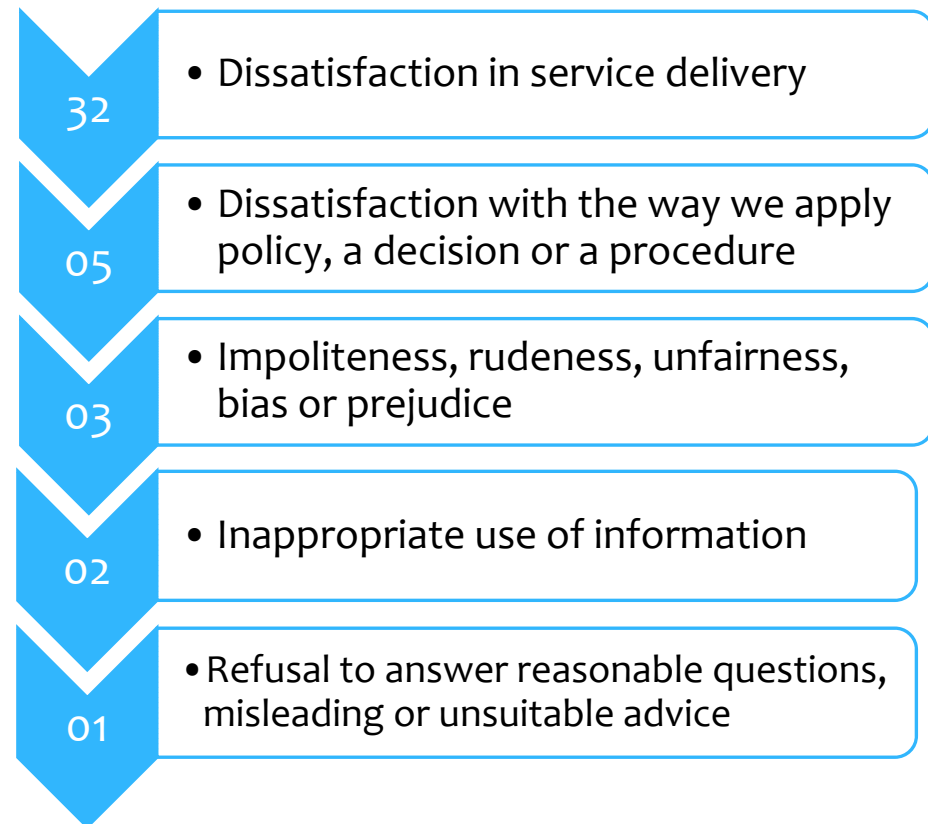
Customer Services

Complaints

Learning Categories



Complaint Type



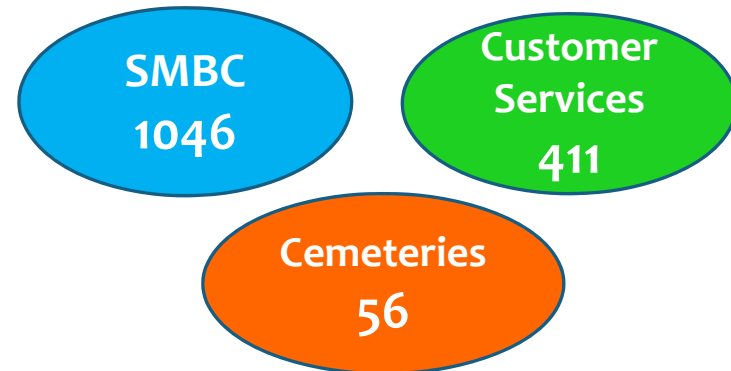
Customer Services

Compliments & Comments

Compliment Type for Customer Services



Total number of Compliments registered



Total number of customer comments registered

