

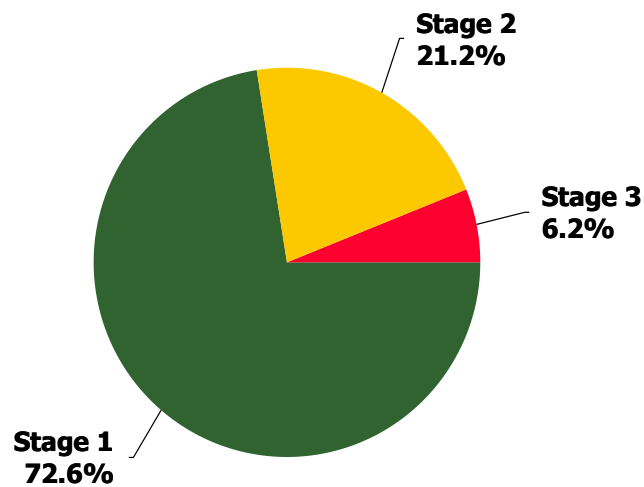
The Highland Council - Customer Services Management Information CRM - Corporate Analysis - All Complaints By Stage

Date Range: Between 1 Apr 2010 0:00 and 31 Mar 2011 23:59

Report Ref: CA1

Complaint Total
2,354

Complaint Stage	Percentage	Count
Stage 1	72.6%	1,708
Stage 2	21.2%	499
Stage 3	6.2%	147
Total	100.0%	2,354



The Highland Council - Customer Services Management Information CRM - Corporate Analysis - Top 10 Complaint Types

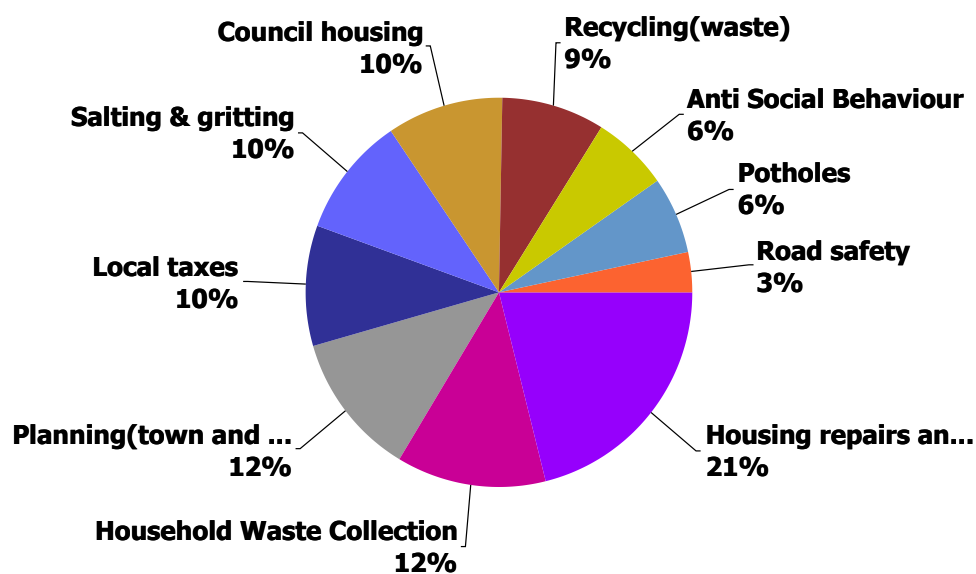
Date Range: Between 1 Apr 2010 0:00 and 31 Mar 2011 23:59

Report Ref: CA1

Complaint Total

2,354

Service Description	Rank	Percentage	Total
Housing repairs and renovation	1	21%	297
Household Waste Collection	2	12%	173
Planning(town and country)	3	12%	171
Local taxes	4	10%	140
Salting & gritting	4	10%	140
Council housing	6	10%	134
Recycling(waste)	7	9%	122
Anti Social Behaviour	8	6%	90
Potholes	9	6%	88
Road safety	10	3%	48



The Highland Council - Customer Services Management Information CRM - Corporate Analysis - All Complaints By Service

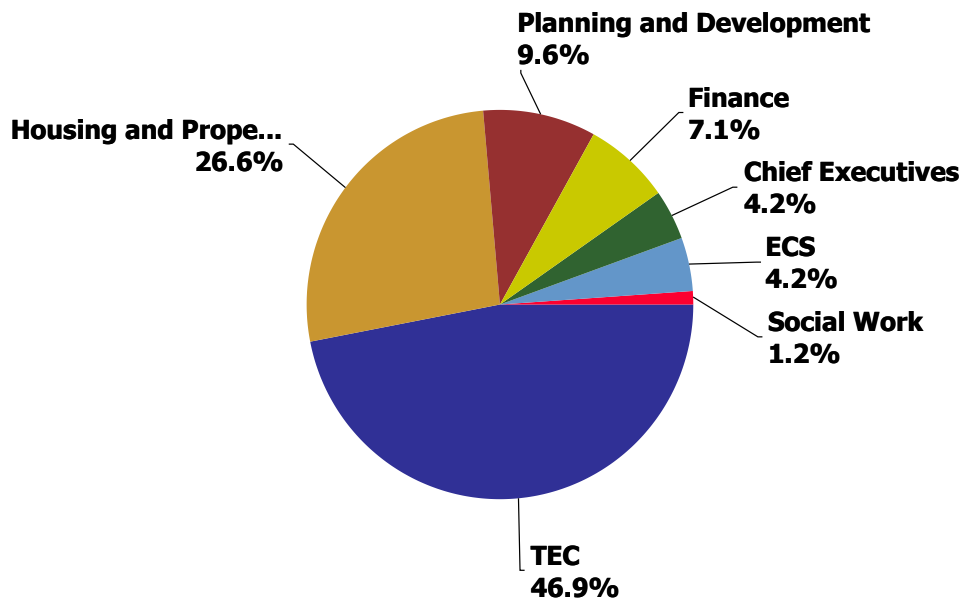
Date Range: Between 1 Apr 2010 0:00 and 31 Mar 2011 23:59

Report Ref: CA1

Complaint Total

2,354

Service	Type	Total
TEC	1,105	1,105
Housing and Property	627	627
Planning and Development	226	226
Finance	168	168
Chief Executives	100	100
ECS	99	99
Social Work	29	29



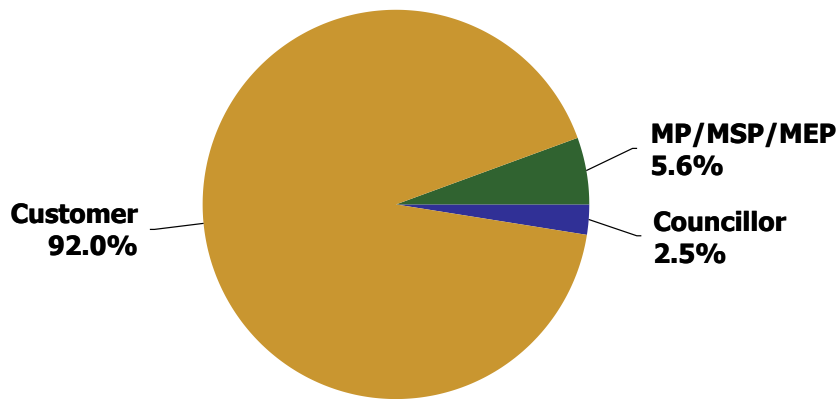
The Highland Council - Customer Services Management Information CRM - Corporate Analysis - Top 5 Instigator

Date Range: Between 1 Apr 2010 0:00 and 31 Mar 2011 23:59

Report Ref: CA1

Complaint Total
2,354

Instigator	Rank	Percentage	Total
Customer	1	92.0%	2,165
MP/MSP/MEP	2	5.6%	131
Councillor	3	2.5%	58



The Highland Council - Customer Services Management Information

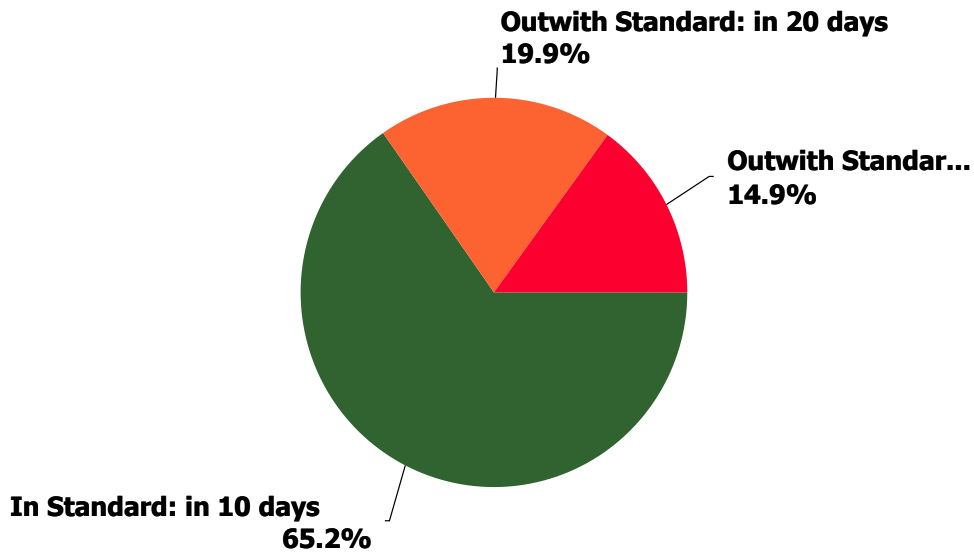
CRM - Corporate Analysis - All Complaints By Corporate Standard

Date Range: Between 1 Apr 2010 0:00 and 31 Mar 2011 23:59

Report Ref: CA1

Complaint Total
2,354

Complaint Duration	Stage 1	Stage 2	Stage 3	Percentage	Total
In Standard: in 10 days	1,246	260	28	65.2%	1,534
Outwith Standard: in 20 days	231	161	77	19.9%	469
Outwith Standard: over 20 days	231	78	42	14.9%	351



The Highland Council - Customer Services Management Information CRM - Corporate Analysis - All Complaints By Outcome

Date Range: Between 1 Apr 2010 0:00 and 31 Mar 2011 23:59

Report Ref: CA1

Complaint Total

2,354

Complaint Stage	Percentage	Total
Rejected	57.7%	1,359
Upheld	36.4%	858
Open	5.8%	137

