

			Complaint Types															
Directorate	Division	Service	Directorate Total	Division Total	Service Total	Delay in providing a service	Staff behaviour/ Poor customer care	Quality of service	Lack of communication	Disagree with decision/action	Lack of info/ advice/ access to service	Compensation	Resident Disputes/ ASB	Repairs - Lift Issues	Repairs - Leaks/ Flooding	Repairs - Damp/ Mould	Repairs - Heating / Water/ Boiler	Not recorded
Corporate Services			60			11	20	13	9	5	0	1	0	0	0	0	0	1
	Participation, Policy & Communication		0															
	Digital & IT		0															
	Law & Governance		1		1	1	0	0	0	0	0	0	0	0	0	0	0	0
		Legal			1	1												
		Business Support Services																
		Committee Services																
		Mayor's Office																
		Financial Services																
	People & Inclusion (HR)		0															
	Finance & Procurement		0															
	Customer Services		59		10	20	13	9	5	0	1	0	0	0	0	0	0	1
		Benefits			5	1	2	1										
		Council Tax & Business Rates			9	3	2	4	1									
		Customer & Registration Services			26	6	10	6	2	1								1
		Parking Operations			19	10	3	2	3			1						
Supporting Communities			813			233	111	211	74	22	4	14	31	5	32	14	56	6
	Community Services		13			1	3	6	2	0	0	1	0	0	0	0	0	0
		Sports & Physical Activity			1	1	3	6	2	0	0	1	0	0	0	0	0	0
		Community Partnerships			1			1										
		Libraries, Arts & Theatre			3		1	2										
		Safer Camden Network			0													
		Community Safety & Emergency Management			8	1	2	3	1				1					
	Development		6		1	1	2	2	0	0	0	0	0	0	0	0	0	0
		Community Investment & Regeneration Programme			0													
		Asset Strategy & Valuation			1				1									
		Neighbourhoods			1		1											
		Town Hall Project			0													
		Regeneration & Development			4	1		2	1									
	Housing Management		140		34	24	26	13	9	1	3	28	0	0	0	0	0	2
		Estate Management (general)			19	4	4	7		2			1					1
		Estate Management (estate based)			5	2		1	1	1								
		Leaseholder Services			10	2	18	2	3	2	1							
		Landlord Services			96	25	18	10	9	3	1	2	27					1
		Camden Safety Programme			10	1	2	6	1	1								
		Tenant & Leaseholder Participation			10	1	2	6	1	1								
	Property Management		492		154	49	134	33	5	0	6	0	5	32	14	56	4	4
		Facilities Management			3	2	1	2										
		Planned Works			2	2												
		Property Planning & Asset Management			3	2				1								
		Repairs & Operations			484	150	48	132	33	4	6	0	5	32	14	56	4	4
	Regeneration & Planning		60		11	12	19	10	3	2	3	0	0	0	0	0	0	0
		Transport Planning & Parking Strategy			1				1									
		Inclusive Economy			0													
		Development Management			13	3	1	3	2	3	1							
		HSC Programme			0													
		Sustainability, Air Quality & Energy			0													
		Engineering & Building Control			3	1	2											
		Environment Services			29	5	7	12	3			2						
		Green Spaces			10	2	2	1	3		1	1						
		Public Protection			4			3	1									
	Housing Support Services		98		32	22	23	13	5	1	2	0	0	0	0	0	0	0
		Camden Accessible Travel Solutions			26	21	1	2	2									
		Housing Needs			92	11	18	14	11	5	1	2						
		Housing Commissioning & Partnerships			2		1	1										
		Private Sector Housing			10	2	1	3										
		Temporary Accommodation			7		2	5										
	Resident Safety		4		0	0	1	1	0	0	0	2	0	0	0	0	0	0
		Resident Safety Engagement			4			1	1			2						
		Safer Homes			0													
		Safety Performance & Governance			0													
Supporting People			78			5	32	21	3	8	5	0	0	0	0	0	0	4
	Adult Social Care		21			3	8	6	2	1	1	0	0	0	0	0	0	0
		Support & Safeguarding Adults			15	1	6	5	2	1	1							
		Integrated Learning Disability Service (ILDS)			3		1	1		1								
		Camden & Islington Trust (incl BARR, SAMPL)			0													
		Awards & Contributions Team			1	1												
		Transformation & Performance			1	1												
		Internal Health Social Work Services			0													
		Provider Services			1													
	Children's Safeguarding & Social Work		49		2	23	13	1	6	2	0	0	0	0	0	0	0	2
		Children & Young People Disability Service (MOSAIC)			3		3											
		Children in Need			27		16	6	4									1
		Looked After Children & Care Leavers			17	2	4	6	1	2	2							
		Children's Quality Assurance			2		1											1
	Early Intervention & Prevention		7		0	1	1	0	1	2	0	0	0	0	0	0	0	2
		Early Years			3													1
		Family Support & Complex Families			1		1				1							
		Integrated Youth Services			0													
		Special Educational & Inclusion Intervention Services			3				1	1								1
		Adult Community Learning			0													
	Education & Integrated Commissioning		1		0	0	1	0	0	0	0	0	0	0	0	0	0	0
		Resources			0													
		Mental Health & Learning Disabilities Integrated Commissioning			0													
		Adults Commissioning			0													
		Children's Integrated Commissioning			0													
		Education, Commissioning & School Organisation			1			1										
Whole Council Total			951			249	163	245	86	35	9	15	31	5	32	14	56	11