

Complaints April 2021 - Mar 2022

Directorate	Division	Service	Directorate Total	Division Total	Service Total	Month											
						Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Corporate Services			72			6	5	2	4	0	5	3	7	3	16	9	12
		Participation, Policy & Communication		1													1
		Digital & IT		1													1
		Law & Governance		3		0	0	0	0	0	1	0	0	0	0	1	1
		Legal		0						0							
		Business Support Services		2						1							1
		Committee Services		0													
		Mayor's Office		1													1
		Electoral Services		0													
		People & Inclusion (HR)		1			1										
		Finance & Procurement		2				1									1
		Customer Services		64		6	3	2	4	0	4	3	7	3	16	7	9
		Benefits		7											1	3	3
		Council Tax & Business Rates		16		5	2		2		1		2	1	1	1	1
		Customer & Registration Services		11		1	1	1				1			3	1	3
		Contact Camden		0													
		Parking Operations		30				1	2		3	2	5	1	9	2	5
Supporting Communities			1055			47	52	50	53	36	83	97	124	98	137	141	137
		Community Services		9		0	0	0	2	0	0	1	0	1	4	0	1
		Sports & Physical Activity		0													
		Community Partnerships		0													
		Libraries, Arts & Tourism		1				1									
		Safer Camden Network		0													
		Community Safety & Emergency Management		8				1				1		1	4		1
		Development		6		0	0	3	0	1	0	0	0	1	0	0	1
		Community Investment & Regeneration Programme		0													
		Asset Strategy & Valuation		0													
		Neighbourhoods		2			1										1
		Town Hall Project		0													
		Regeneration & Development		4			2		1					1			
		Housing Management		139		7	7	8	3	10	12	19	14	13	18	16	12
		Estate Management (general)		19		2	1	0	0	2	2	1	4		4	3	0
		Estate Management (estate parking)		15					1		3				3	4	4
		Leaseholder Services		18			1		1	3	2			1	4	3	3
		Landlord Services		87		5	5	8	2	4	8	15	10	12	7	6	5
		Camden Safety Programme															
		Tenant & Leaseholder Participation		0													
		Property Management		728		32	38	32	34	17	51	58	97	71	95	104	99
		Facilities Management		3											2	2	1
		Planned Works		7		1				1	1		2				
		Property Planning & Asset Management		1				1									
		Repairs & Operations		717		31	38	32	33	16	50	58	95	71	93	102	98
		Regeneration & Planning		84		3	6	3	5	3	7	7	6	3	10	12	19
		Transport Planning & Parking Strategy		0													
		Inclusive Economy		0													
		Development Management		31		1	1		2	1	1	3	1	2	6	6	7
		HS2 Programme		0													
		Sustainability, Air Quality & Energy		0													
		Engineering & Building Control		0													
		Environment Services		35		2	4	2	1	1	3	4	5	1	1	2	9
		Green Spaces		11			1	2	1	3						2	2
		Public Protection		7			1								3	2	1
		Housing Support Services		89		5	1	4	9	5	13	12	7	9	10	9	5
		Camden Accessible Travel Solutions		1										1			
		Housing Needs		87		5	1	4	9	5	12	12	7	8	10	9	5
		Housing Commissioning & Partnerships		1						1							
		Private Sector Housing		0													
		Temporary Accommodation		0													
		Resident Safety		0		0	0	0	0	0	0	0	0	0	0	0	0
		Resident Safety Engagement		0													
		Safer Homes		0													
		Safety Performance & Governance		0													
Supporting People			89			4	5	5	6	2	14	11	10	8	3	9	12
		Adult Social Care		25		1	1	0	1	1	9	0	3	3	1	3	2
		Support & Safeguarding Adults		18		1	1		1		6		2	2	1	2	2
		Integrated Learning Disability Service (CLDS)		3						1	1			1			
		Camden & Islington Trust (incl R&R, SAMH)		0													
		Awards & Contributions Team		2							1						1
		Transformation & Performance		0													
		Mental Health Social Work Service		0													
		Provider Services		2							1		1				
		Children's Safeguarding & Social Work		51		3	4	4	5	0	5	6	7	5	1	4	7
		Children & Young People Disability Service (MOSAIC)		9		1	3		1		1	1		2			
		Children In Need		18				3	1		2	3	3	2			4
		Looked After Children & Care Leavers		19		1	1	1	1	0	1	2	4	1	1	4	2
		Children's Quality Assurance		5		1			2		1						1
		Early Intervention & Prevention		13		0	0	1	0	1	0	5	0	0	1	2	3
		Early Years		4											1	2	1
		Family Support & Complex Families		1								1					
		Integrated Youth Service		0													
		Special Educational & Inclusion Intervention Service		8			1			1		4					2
		Adult Community Learning		0													
		Education & Integrated Commissioning		0		0	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		0													
Whole Council Total			1216			59	62	57	63	38	102	111	141	109	156	159	161