

Outcome of complaints received by Waverley in 2008/09 – Quarters 2 to 4

	Upheld	Not Upheld	Partly upheld
Service area			
Housing Options		10	2
Housing planned maintenance	3	11	3
Housing responsive repairs	7	7	3
Housing strategy and enabling			
Rent collection		5	1
Tenancy and estates management	2	12	8
Planning development control	14	26	9
Planning enforcement	2	7	3
Planning policy		1	1
Building control		2	
Car parks and on-street parking	1	7	5
Land drainage, engineering and flooding			
Benefits		2	2
Business rates		3	3
Council tax	6	17	3
Care and repair			
Environmental health		2	2
Committee services		6	2
Electoral services			
Freedom of information	1		
Legal services			1
Licensing			1
Environmental services	9	13	3
Grounds maintenance			
Parks and landscape management	1	1	
Arts, culture and museums			
Countryside		1	
Sport and recreation			2
Youth services			1
Locality offices			
Property facilities management			2
Community care			
Community transport			
Waverley training services			
Human resources		2	
Insurance		1	
Communications		1	
Website			
Totals	46	137	57
%	19%	57%	24%