

Freedom of Information Act 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked: Clarification rec'd on 10/06/14:

The complaints data we are requesting is for the financial year 2013/14.

Complaints Volume

Performance across all stages (ie % response within timescale)

Timeframes w/d= working days c/d = calendar days

Top 3 complaint areas

Member Enquiries volumes

Performance of members enquiries (ie % response within timescale)

Timeframes for members enquiries w/d= working days c/d = calendar days

ANSWER: Please see table below for the above information.

Complaints Volume	Performance across all stages (ie % response within timescale)	Timeframes w/d= working days c/d = calendar days	Top 3 complaint areas	Member Enquiries volumes	Performance of members enquiries (ie % response within timescale)	Timeframes for members enquiries w/d= working days c/d = calendar days
Stage 1	78%	10 working days	Housing Repairs,	1684	80.82%	10 working days
Stage 2	61%	20 working days	Housing Management, Housing Benefits			

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

Information Governance Manager
Information Governance Team
Leicester City Council
9-15 Princess Road West
Leicester
LE1 6TH
e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.