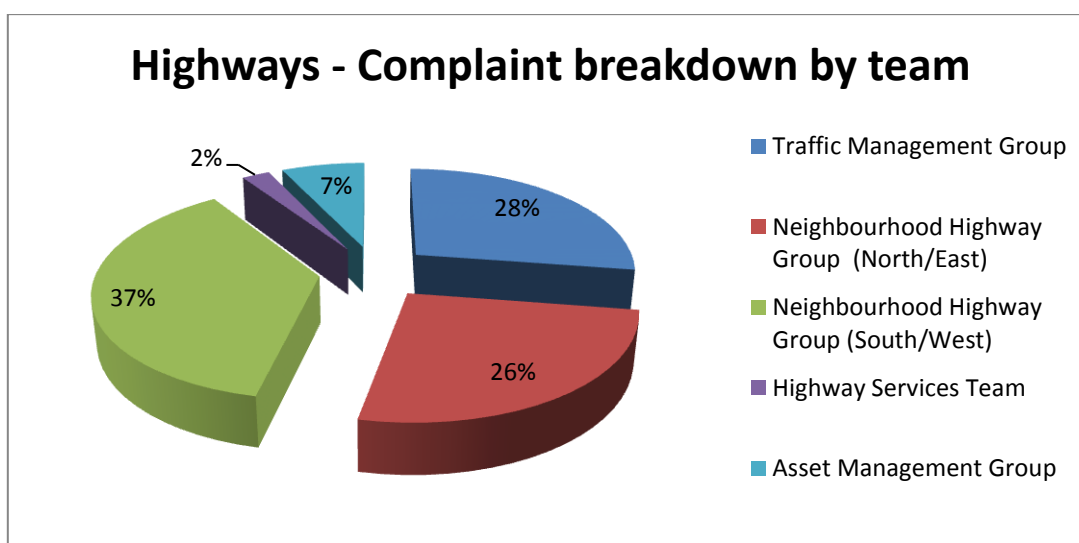


The quarter 1 corporate complaint figures for 2015-16 are now available. We received a total of 212 complaints during this period. Of those 212 complaints, 186 were responded to within timescale resulting in a completion rate of **88%**. This is a fantastic figure; unfortunately it just falls short of the corporate performance standard of 90%. We also received 46 compliments for this same time period.

Below is a graph to show how the 212 complaints received were allocated within the service. The teams are split up as followings:- Traffic Management Group, Neighbourhood Team North/East, Neighbourhood Team South/West, Performance Manager, Asset Management Group;

		Quarter 1 14-15			
		Within timescale	Outside timescale	Total	% within timescale
Service Area	Team				
Highways	Traffic Management Group	52	6	58	90%*
	Neighbourhood Highway Group (North/East)	42	14	55	76%
	Neighbourhood Highway Group (South/West)	72	7	79	91%
	Highway Services Team	5	0	5	100%
	Asset Management Group	15	0	15	100%
		186	27	212	88%

\*Percentage figures are rounded up for presentation purposes which is why the Traffic Management Team has been awarded an amber rating for a 90% compliance



**NB:** These figures reflect the services performance prior to the HST allocating and dealing with complaints at first point of contact. For further information on our progress with this, please see Annmarie Lloyd's article in the HST News.