

<b>Quarter 1 (April – June 2024/25)</b>	
Number of complaints received overall (stage 1)	35
Number of complaints escalated to stage 2	9
Ombudsman complaints	0
Number declined under Comply or Explain Principle*	0

\*The Comply or Explain Principle reflects when we cannot consider a complaint. These circumstances must be fair and reasonable and reasonable exclusions into where the issue giving rise to the complaint occurred over twelve months ago; where legal proceedings have started (defined as details of the Claim having been filed at Court); and matters which have previously been considered under the complaints policy.

Complaints Handling  
Appendix A

Portfolio	Area	Stage one	Stage two
<b>Housing</b>	Policy		
	Homelessness	2	
	Council housing: repairs and maintenance & general estate management	7	3
	Housing options		
	Housing benefits		
	Housing Allocations	2	1
	Tenancy and leaseholder management	9	
	Housing Grants and Home Improvements		
<b>Health and Public Protection</b>	Environmental Health	1	1
	Car parks and parking enforcement		
	Community safety		
	Enforcement (litter, fly tipping, graffiti, abandoned vehicles, unauthorised encampment)		
	Animal control (dogs and pests)	1	
	Building Control Partnership	1	
	Local Land Charges		
	Food safety		
	Cemeteries and Crematorium		
<b>Streetscene</b>	Waste collection	4	1
	Council vehicles	1	
	Recycling		
	Garden waste		
	Street cleaning		
	Public conveniences		
	Bus shelters and benches		
	Parks, open spaces and grounds maintenance	1	
	Sports pavilions, pitches, greens and courts		
	Allotments		
	Tree management		

Complaints Handling  
Appendix A

<b>Leisure &amp; Community</b>	Leisure centres		
	Play areas (general and policy)		
	Fareham Live		
	Museums and community centres		
	Town centre events		
<b>Policy &amp; Resources</b>	ICT		
	Procurement		
	Finance (general)		
	Estate Management	1	
	Solent Airport		
	Town & Shopping Centre (inc regeneration)		
	Council Tax	2	2
	Benefits		
<b>Planning &amp; Development</b>	Planning policy and local plan		
	Coastal management		
	Development	3	1
	Community Infrastructure Levy (CIL)		
	Climate change and sustainability		