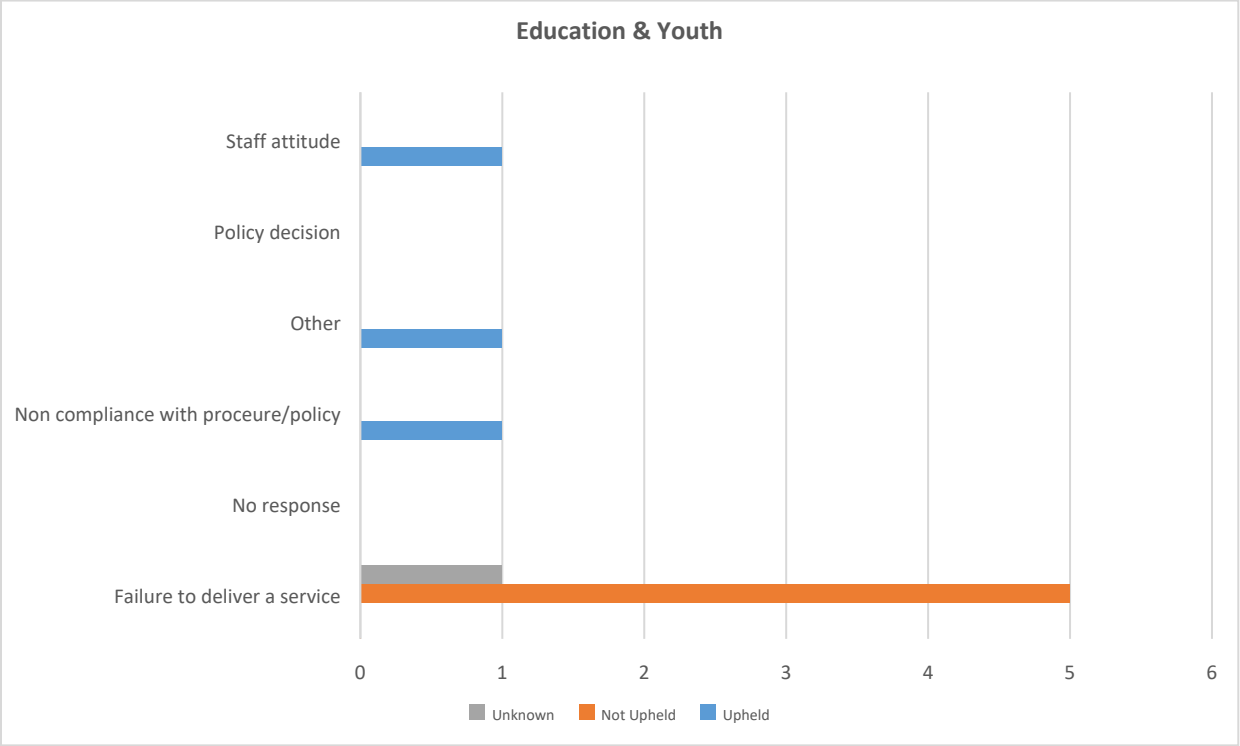
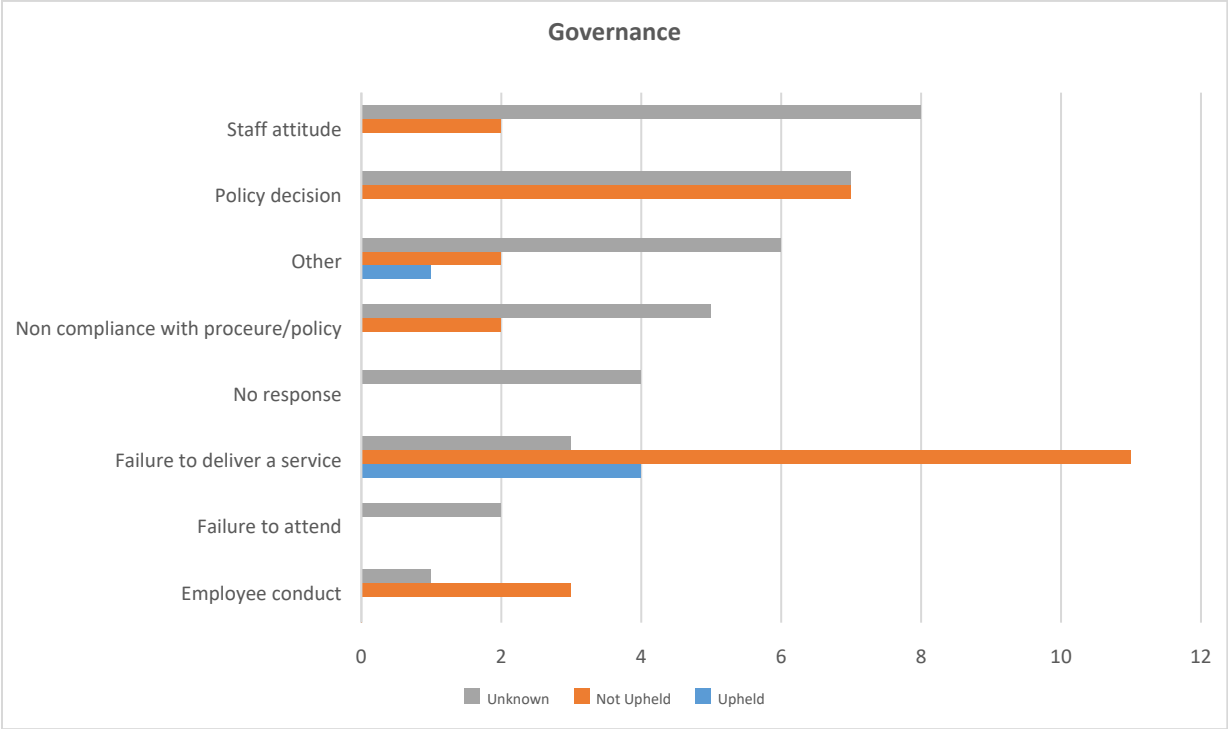
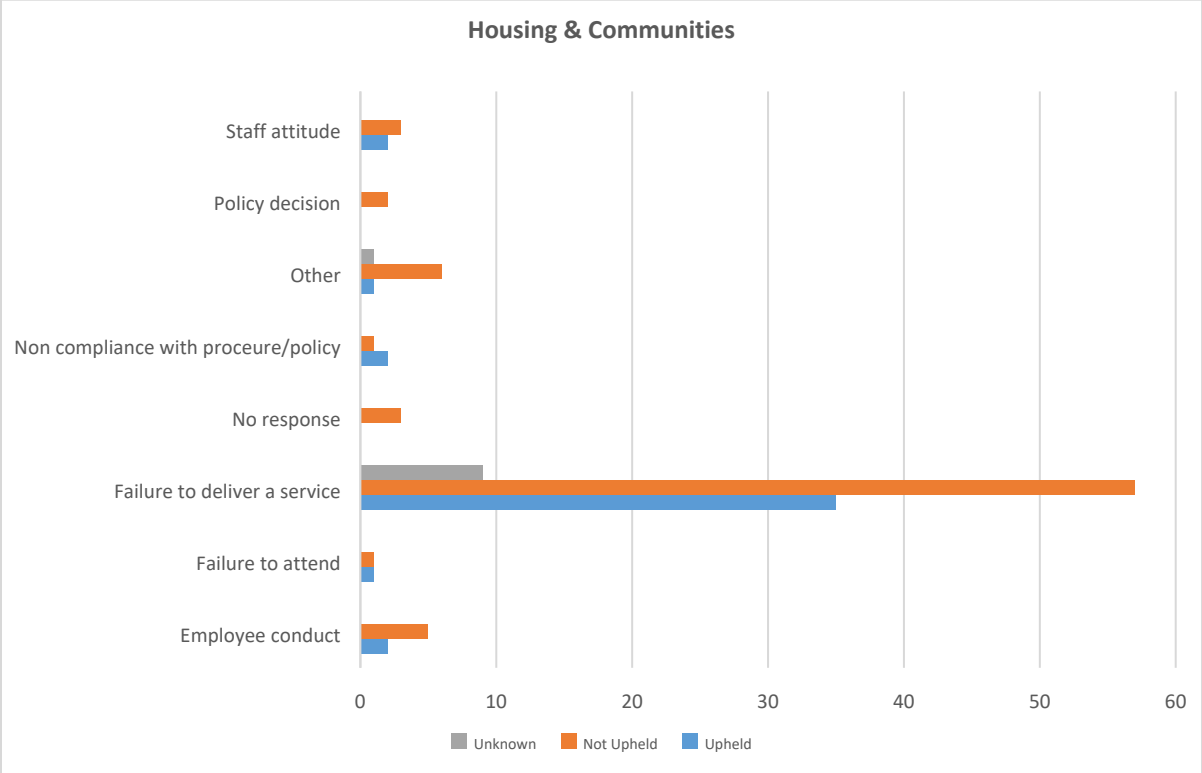
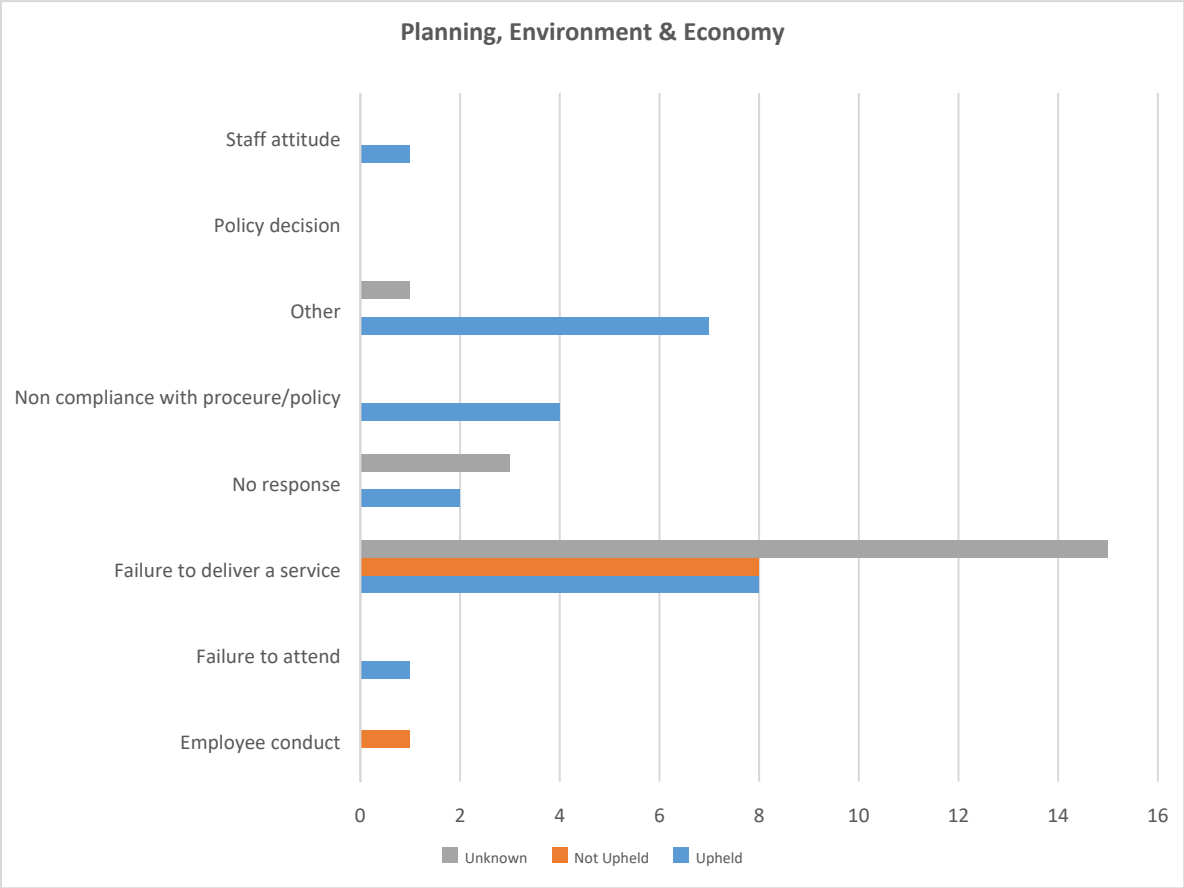
Appendix 2

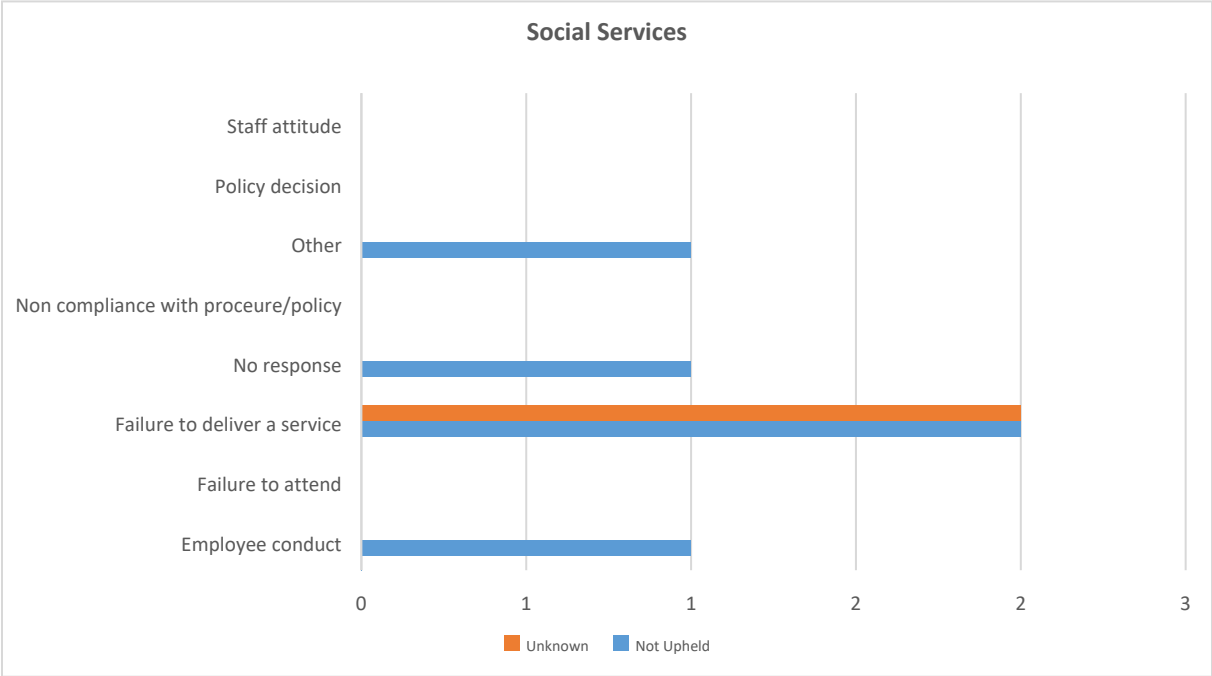
Flintshire County Council Complaint Categories by Portfolio

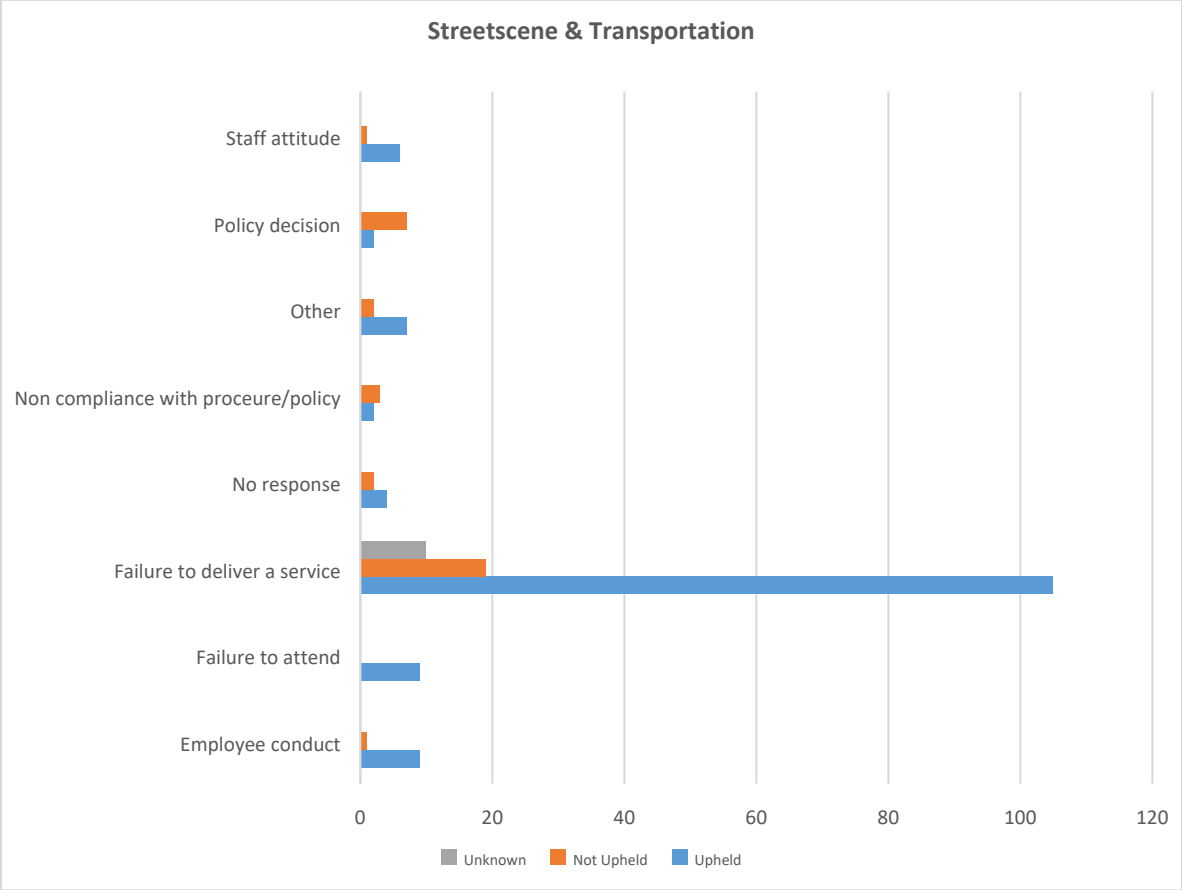





Housing & Communities
Staff attitude
Policy decision
Other
Non compliance with proceure/policy
No response
Failure to deliver a service
Failure to attend
Employee conduct
0
10
20
30
40
50
60
Unknown
Not Upheld
Upheld


Planning, Environment & Economy
Staff attitude
Policy decision
Other
Non compliance with proceure/policy
No response
Failure to deliver a service
Failure to attend
Employee conduct
0
2
4
6
8
10
12
14
16
Unknown
Not Upheld
Upheld


Social Services
Staff attitude
Policy decision
Other
Non compliance with proceure/policy
No response
Failure to deliver a service
Failure to attend
Employee conduct
0
1
1
2
2
3
Unknown
Not Upheld


Streetscene & Transportation
Staff attitude
Policy decision
Other
Non compliance with proceure/policy
No response
Failure to deliver a service
Failure to attend
Employee conduct
0
20
40
60
80
100
120
Unknown
Not Upheld
Upheld