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9 October 2024

CORPORATE SUPPORT COMMITTEE

A meeting of the Corporate Support Committee will be held in the **Council Chamber at Arun Civic Centre, Maltravers Road, Littlehampton, BN17 5LF** on **Thursday 10 October 2024 at 6.00 pm** and you are requested to attend.

Members: Councillors Oppler (Chair), Tandy (Vice-Chair), Bower, Brooks, Butcher (Sub for O'Neill), English, Jones, Lawrence, Lloyd, O'Neill, Turner and Warr

SUPPLEMENT A G E N D A P A C K

9. CORPORATE COMPLAINTS

(Pages 1 - 2)

The report presents an overview of activity on corporate complaints for the period June to September 2024 to provide transparency and understanding. Attached is the updated performance table that includes September's data.

Note : If Members have any detailed questions, they are reminded that they need to inform the Chair and relevant Director in advance of the meeting.

Note : Filming, Photography and Recording at Council Meetings – The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link [Filming Policy](#)

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Agenda Item 9

4.5

Period	No. of Stage 1 Responses sent	No. of Stage 1 Responses overdue	% Stage 1 Responses on time	No. of Stage 2 Responses sent	No. of Stage 2 responses overdue	% Stage 2 Responses on time
Apr	11	4	64%	0	0	-
May	32	7	78%	4	2	50%
Jun	20	8	60%	6	2	67%
Jul	46	21	54%	4	1	75%
Aug	18	6	70%	5	2	60%
Sept	20	3	85%	5	3	40%
24/25	147	49	67%	24	10	63%

4.6

Directorate	Group	Service	Jun	Jul	Aug	Sep
Growth	Economy	Regeneration	0	0	0	0
	Technical	Car Parks	2	3	0	3
		Private Sector Housing	2	0	0	0
		Licensing	0	0	0	0
		Property & Estates	0	0	0	0
		Environmental Health	0	0	1	1
		Building Control	0	0	0	0
Planning	Planning	0	4	0	1	
	Org Excellence	Communications	0	0	0	0
Chief Execs	Finance	Revenues & Benefits	1	1	0	0
		Customer Service	1	0	0	0
	Law & Governance	Information Management	0	0	0	0
		Committees	0	0	0	0
		Elections	0	4	0	0
Environment & Communities	Housing	Repairs	8	27	15	9
		Options	0	0	3	2
		Neighbourhoods	6	6	0	6
		Leasehold	0	3	1	1
	Wellbeing	Community Safety	0	0	0	0
		Lifeline	0	0	0	0
		Wellbeing	1	0	0	0
	Environment & Climate Change	Foreshores	2	0	1	0
		Cleansing	0	2	0	0
		Parks	3	0	1	1
Cemeteries		0	0	1	1	
TOTAL			26	50	23	25

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