

Highways Complaints Data Q4

Appendix 1B

Highways Complaint Outcomes	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Comparison of same period Q4 last year
Upheld or Partially Upheld	39	34	18	16	17	Reduction of 22 complaints
Not Upheld or Still Active	66	100	43	33	32	Reduction of 34 complaints
Total for Period	105	134	61	49	49	Reduction of 56 complaints

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways					
	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	Comparison of same period Q4 last year
Total No.of Highways related enquiries	17,768	12,711	14,293	15,870	16,113	Reduction of 1,655 enquiries
Proportion of enquiries that are highways complaints related	0.6%	1.05%	0.4%	0.3%	0.3%	Reduction of 0.3% highways complaints