

### Highways Complaints Data Q3

### Appendix 1B

Highways Complaint Outcomes	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16
Upheld or Partially Upheld	39	39	34	18	16
Not Upheld or Still Active	55	66	100	43	33
<b>Total for Period</b>	94	105	134	61	49

Number of Enquiries received by Highways Services	Enquiries Received & Percentage Related to Highways					
	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Comparison of same period Q3 last year
Total No.of Highways related enquiries	17,853	17,768	12,711	14,293	15,870	Reduction of 1,983
Proportion of enquiries that are highways complaints related	0.5%	0.6%	1.0%	0.4%	0.3%	Reduction of 0.2%