

Activity Data | Complaints & Enquiries

The data referred to in this report covers the FLARE database from 1st April 2013 to 31st May 2013. All efforts have been made to ensure accuracy of the data however there may be some anomalies. Any errors would not be sufficient as to impact on the accuracy of the picture painted in this report.

Document Details:

Status: Live

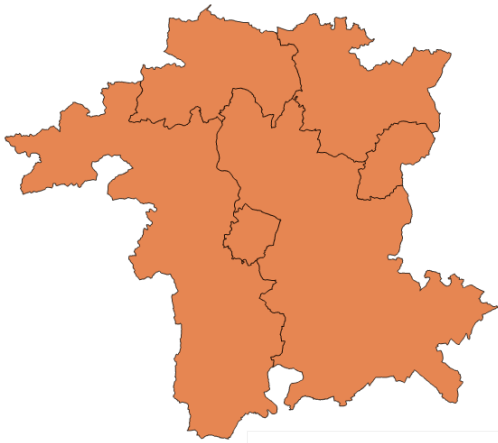
Date: 16/09/2013

Last Update:

GPMS – NOT PROTECTIVELY MARKED

The logo for Worcestershire Regulatory Services is located in the bottom right corner. It features the text "Worcestershire Regulatory Services" in white and orange, with the tagline "Supporting and protecting you" in white on an orange background below it.

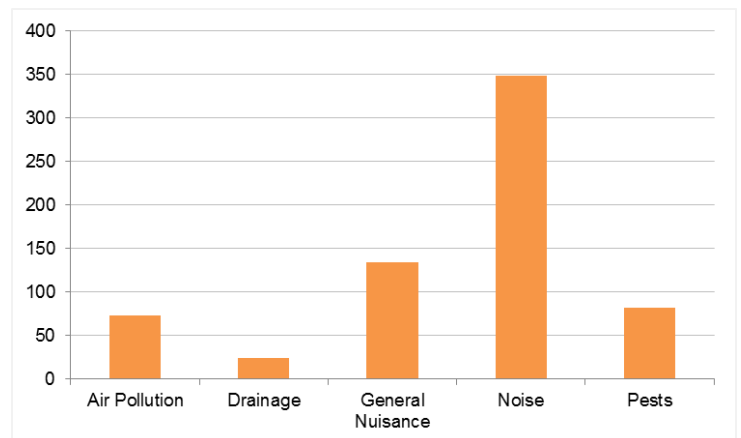
Worcestershire
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Worcestershire

Nuisance

	Nuisance	
BR	Bromsgrove	92
MH	Malvern Hills	94
RE	Redditch	121
WC	Worcester City	118
WY	Wychavon	124
WF	Wyre Forest	113
	Out of County / Unknown	89
	Total	751



Consumer Complaints

	Consumer Complaints	1474
CDR	CACS Referral	325
CDN	CACS Notification	881

During April and May 2013, WRS received 1474 consumer complaints or enquires. 82% of cases were received via the Citizens Advice Consumer Service (CACS).

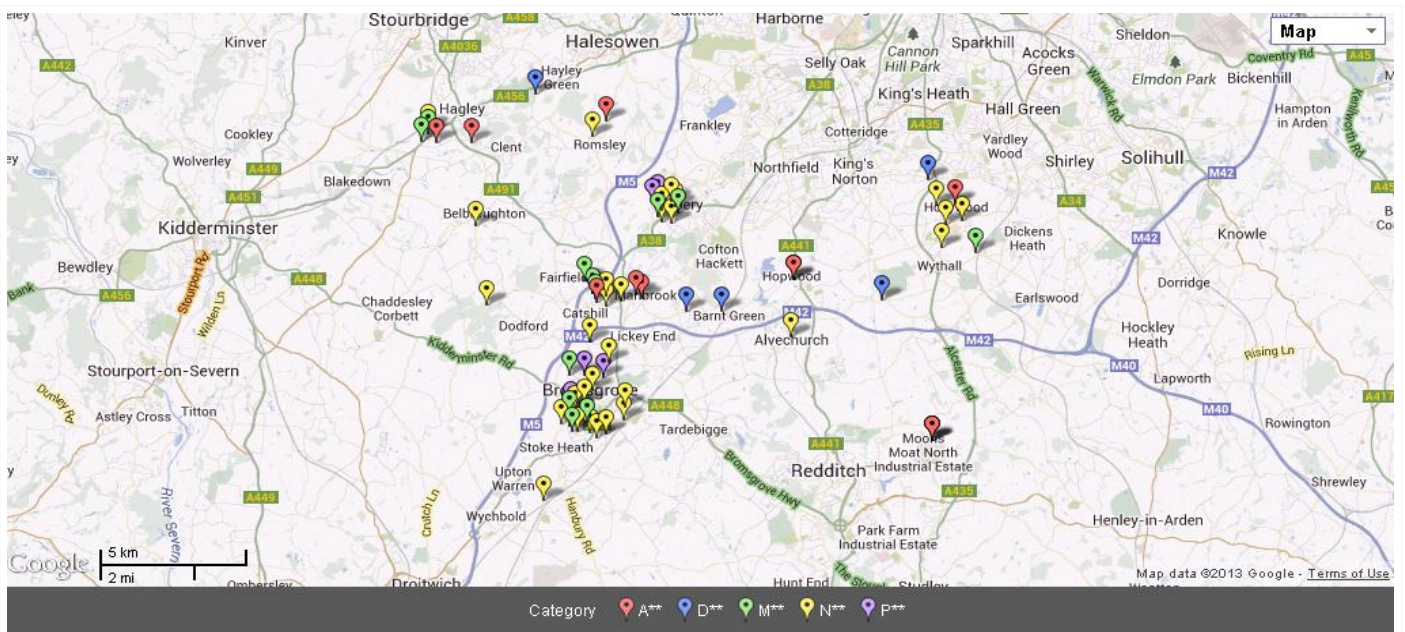
Complaints or enquires received via CACS fall under two categories; notifications (CDN) and 'referrals (CDR). Notifications are generally passed through for information as the consumer is out of county or no further advice is required. Referrals require further assistance or investigation.

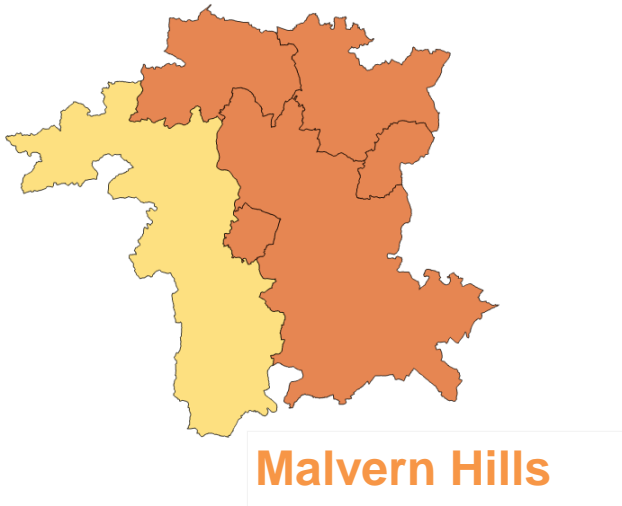
	Top 5 consumer complaint categories	
EE	Second Hand Motor Vehicles	191
AB	Home Maintenance & Improvements	169
AD	Furniture & Pictures	106
BA	Food & Drink	60
DE	Ancillary Credit Business	59



	Nuisance	92
A**	Air Pollution	12
D**	Drainage	8
M**	General Nuisance / Pollution	18
N**	Noise	44
P**	Pests	10
	Food	20
	Health & Safety	10
	Planning	29
	Public Burial	
	Other Complaints or Enquiries	9

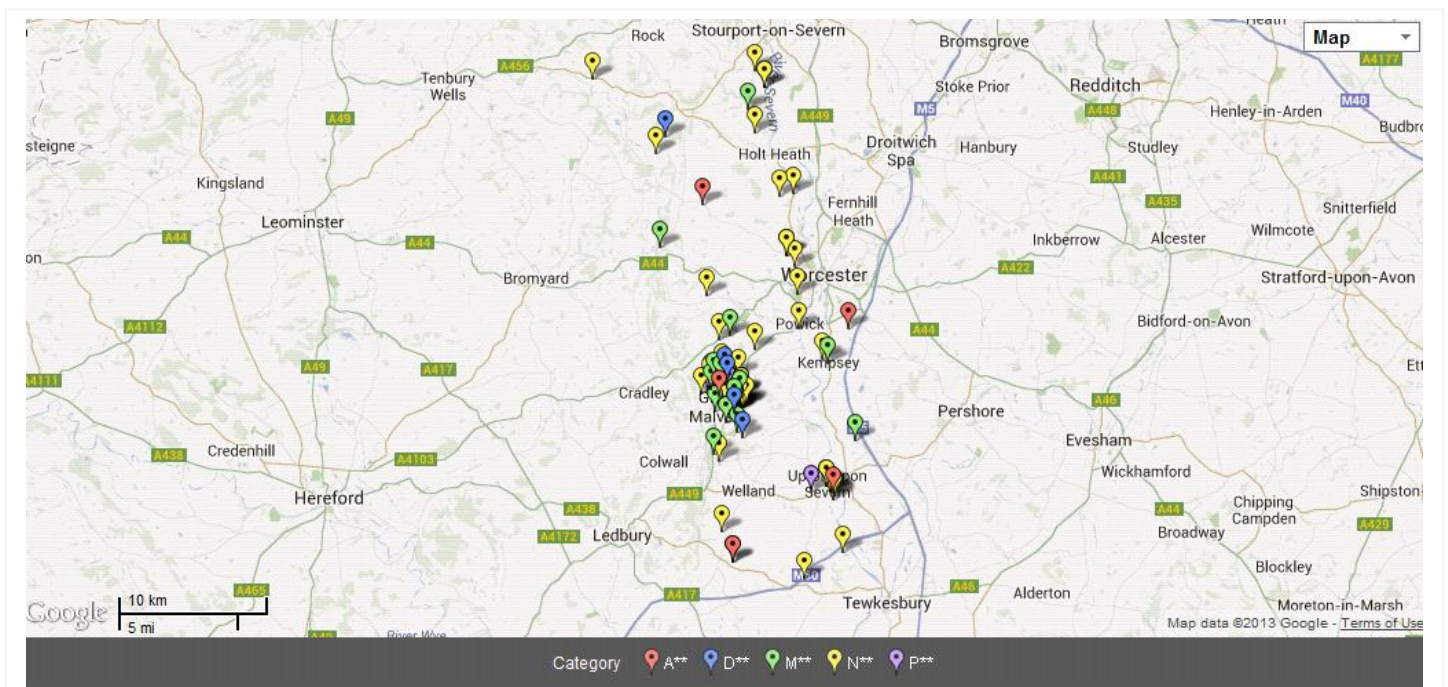
	Consumer complaints received via CACS (Citizens Advice Consumer Service)	96
	Consumer complaints received by WRS	29
	Top 3 consumer complaint categories	
EE	Second Hand Motor Vehicles	21
AB	Home Maintenance & Improvements	13
AD	Furniture & Pictures	9

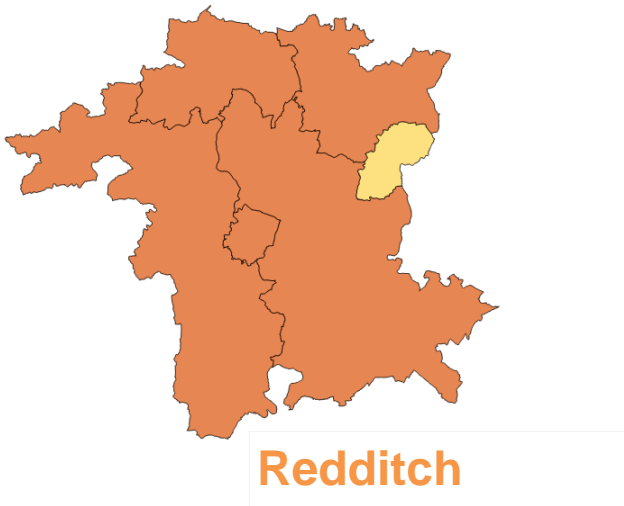




	Nuisance	94
A**	Air Pollution	9
D**	Drainage	6
M**	General Nuisance / Pollution	22
N**	Noise	53
P**	Pests	4
	Food	22
	Health & Safety	8
	Planning	32
	Public Burial	3
	Other Complaints or Enquiries	5

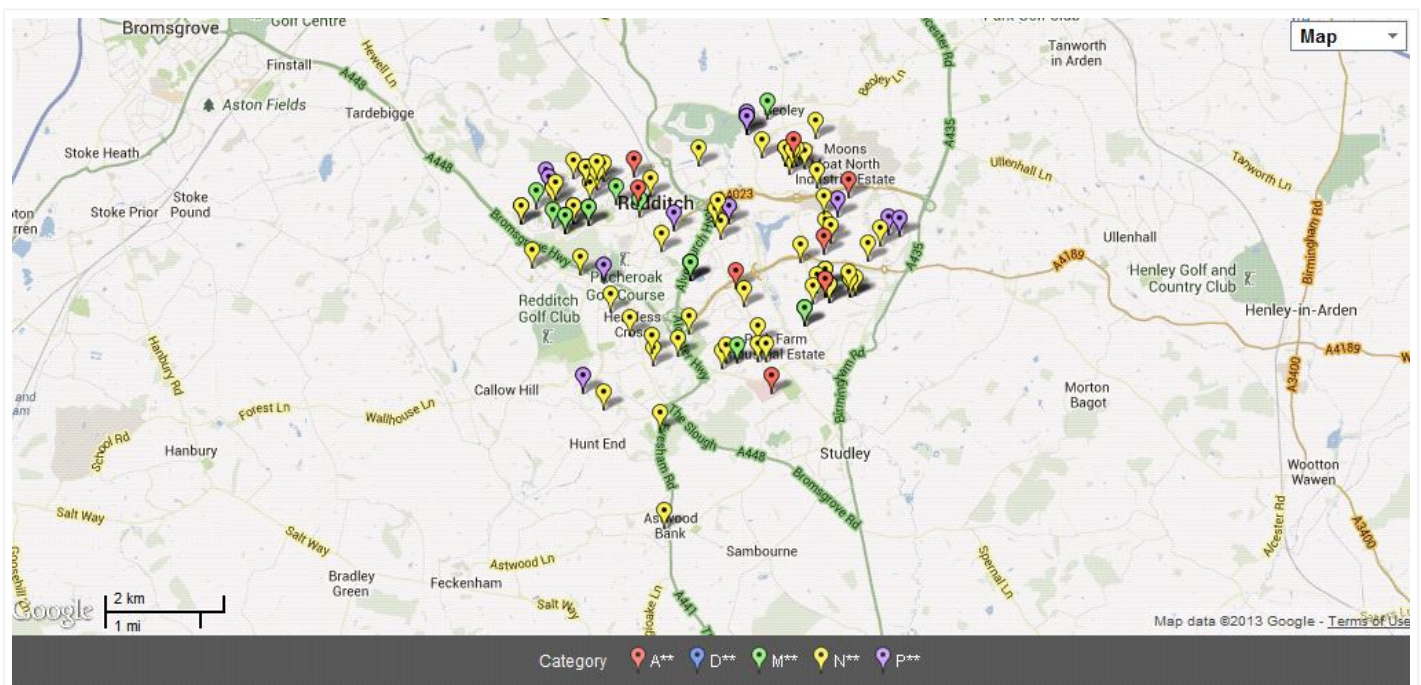
	Consumer complaints received via CACS (Citizens Advice Consumer Service)	28
	Consumer complaints received by WRS	23
	Top 3 consumer complaint categories	
AD	Pets & Veterinarian Products/Services	9
AB	Home Maintenance & Improvements	5
EE	Second Hand Motor Vehicles	5





	Nuisance	121
A**	Air Pollution	12
D**	Drainage	1
M**	General Nuisance / Pollution	14
N**	Noise	77
P**	Pests	17
	Food	17
	Health & Safety	6
	Planning	19
	Public Burial	
	Other Complaints or Enquiries	7

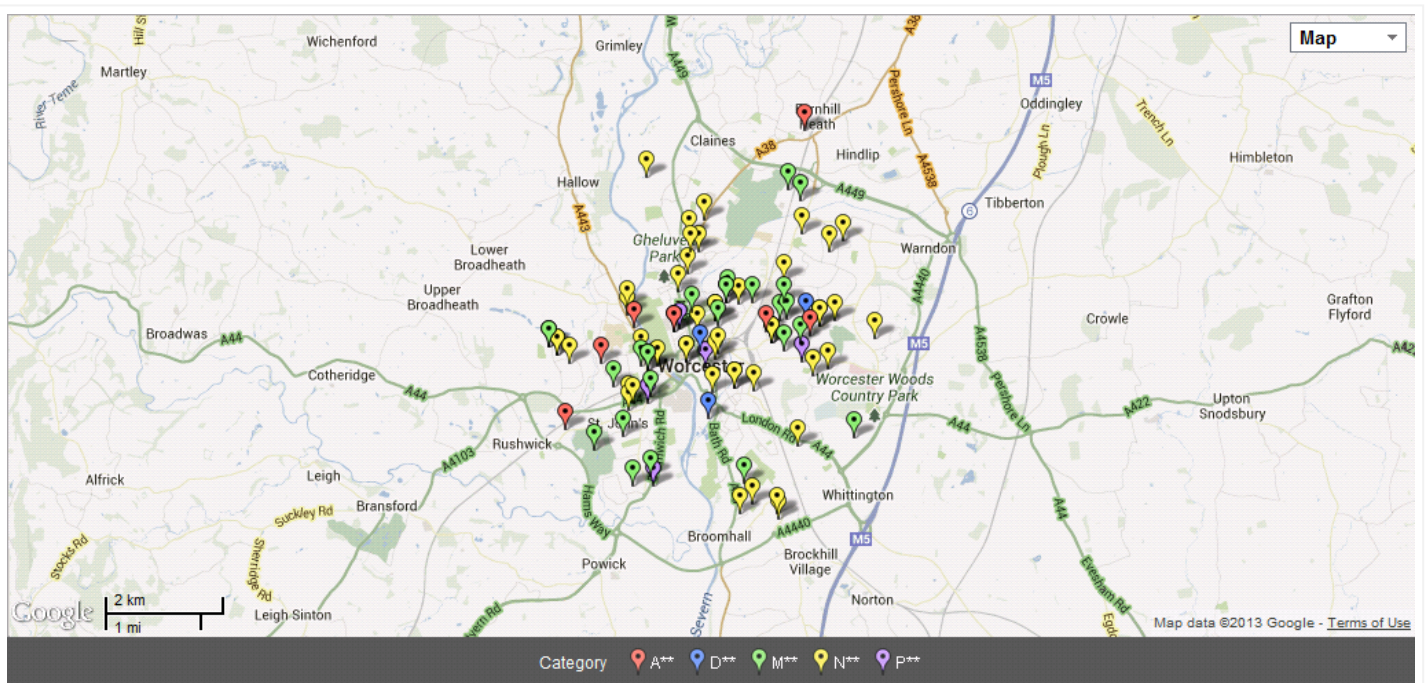
	Consumer complaints received via CACS (Citizens Advice Consumer Service)	116
	Consumer complaints received by WRS	22
	Top 3 consumer complaint categories	
AB	Home Maintenance & Improvements	37
EE	Second Hand Motor Vehicles	16
AD	Furniture & Pictures	12





	Nuisance	118
A**	Air Pollution	10
D**	Drainage	4
M**	General Nuisance / Pollution	32
N**	Noise	64
P**	Pests	8
	Food	26
	Health & Safety	15
	Planning	33
	Public Burial	3
	Other Complaints or Enquiries	6

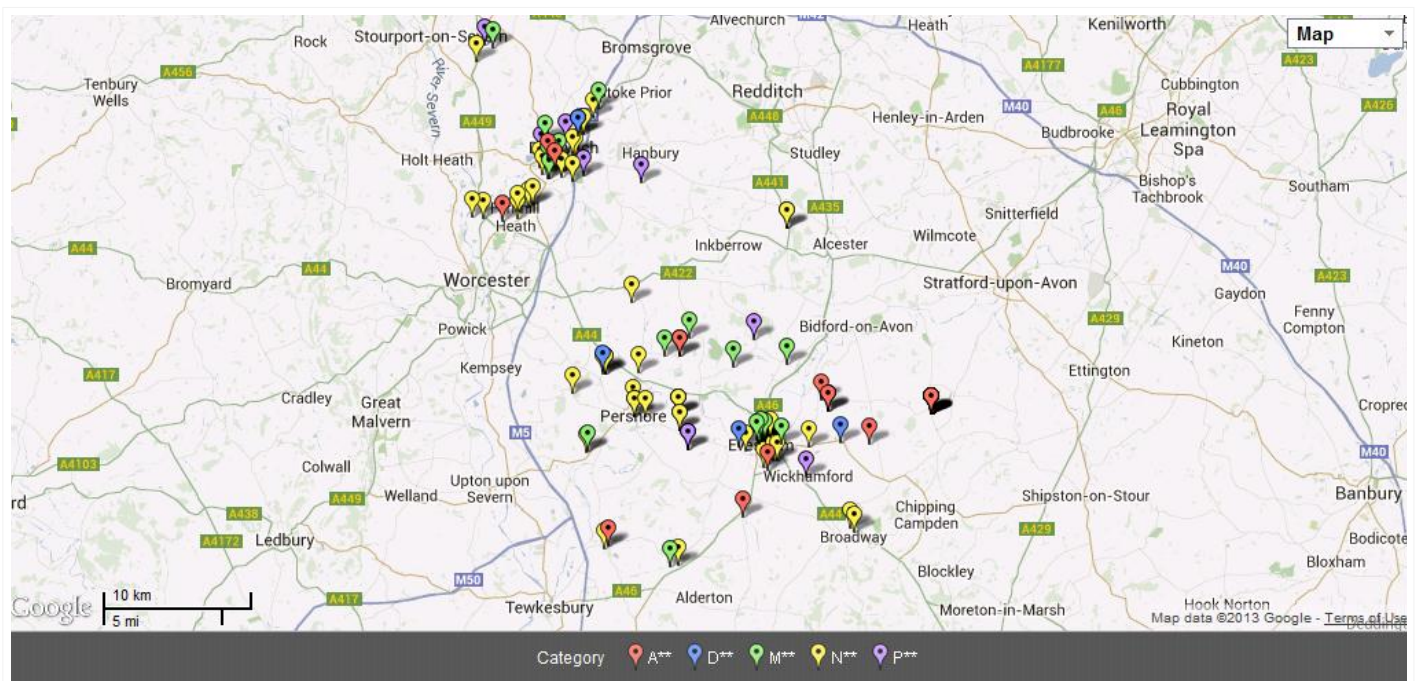
	Consumer complaints received via CACS (Citizens Advice Consumer Service)	121
	Consumer complaints received by WRS	18
	Top 3 consumer complaint categories	
AB	Home Maintenance & Improvements	24
EE	Second Hand Motor Vehicles	14
BA	Food & Drink	10

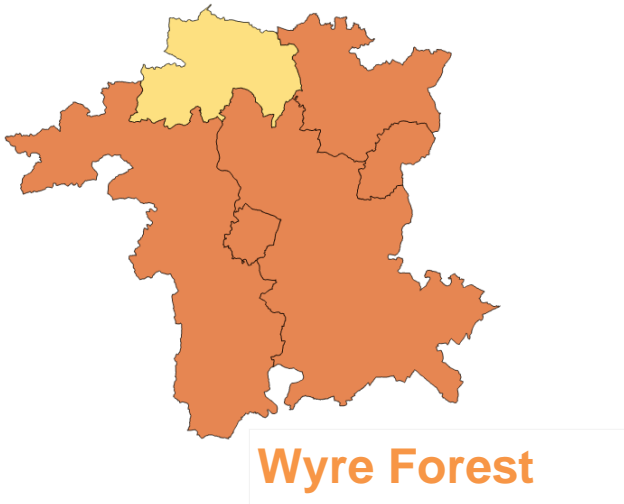




	Nuisance	124
A**	Air Pollution	19
D**	Drainage	4
M**	General Nuisance / Pollution	27
N**	Noise	60
P**	Pests	14
	Food	29
	Health & Safety	9
	Planning	35
	Public Burial	
	Other Complaints or Enquiries	15

	Consumer complaints received via CACS (Citizens Advice Consumer Service)	129
	Consumer complaints received by WRS	46
	Top 3 consumer complaint categories	
AD	Furniture & Pictures	26
EE	Second Hand Motor Vehicles	24
BA	Food & Drink	13





	Nuisance	113
A**	Air Pollution	11
D**	Drainage	1
M**	General Nuisance / Pollution	21
N**	Noise	51
P**	Pests	29
	Food	21
	Health & Safety	10
	Planning	17
	Public Burial	
	Other Complaints or Enquiries	4

	Consumer complaints received via CACS (Citizens Advice Consumer Service)	
	Consumer complaints received by WRS	
	Top 3 consumer complaint categories	
EE	Second Hand Motor Vehicles	16
AD	Furniture & Pictures	11
AB	Home Maintenance & Improvements	8

