

**Appendix F- Reasons for Stage 2 Escalations for Development Management, Parks and Leisure, Revenues and Housing Options**

<b>Development Management</b>		
<b>Reason for escalation</b>	<b>Number</b>	<b>% of total escalations</b>
Complainant did not accept stage 1 response	1	5.6%
No reason given	1	5.6%
Not happy with the resolution, not happy that no compensation was offered	2	11.1%
Not happy with the response	3	16.7%
Complainant raised further issues	3	16.7%
Complainant requested clarification/further information	3	16.7%
Complainant felt the Stage 1 response didn't address all issues raised	5	27.8%
<b>Total</b>	<b>18</b>	

<b>Housing Options</b>		
<b>Reason for escalation</b>	<b>Number</b>	<b>% of total escalations</b>
Not happy with resolution offered at stage 1	2	15.4%
Issue still not resolved	1	7.7%
No reason given	2	15.4%
Raising further issues	3	23.1%
Complainant felt the Stage 1 response didn't address all issues raised	3	23.1%
Unhappy with the response	2	15.4%
<b>Total</b>	<b>13</b>	

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<b>Parks and Leisure</b>		
<b>Reason for escalation</b>	<b>Number</b>	<b>% of total escalations</b>
Complainant felt the Stage 1 response didn't address all issues raised	1	10%
Unhappy with response	5	50%
Raising further issues	1	10%
Complainant wanted to take complaint to ombudsman so had to go through Stage 2 process	1	10%
Issue still not resolved	1	10%
Did not believe stage 1 response given	1	10%
<b>Total</b>	<b>10</b>	

<b>Revenues</b>		
<b>Reason for escalation</b>	<b>Number</b>	<b>% of total escalations</b>
No reason given	1	7.7%
Not happy with resolution, not happy no compensation offered	4	30.8%
Unhappy with response	3	23.1%
Complainant felt the Stage 1 response didn't address all issues raised	5	38.5%
<b>Total</b>	<b>13</b>	