

60651 Roads Department Complaint Data

Full council complaint-level dataset (one row per complaint) for the previous 12 months
Please provide an anonymised extract of the complete record-level dataset for all Stage 1 complaints, including the following fields for each complaint:

Unique complaint reference number (anonymised if necessary)

Service area / department

Team responsible for handling the complaint

Officer assigned (role title or anonymised identifier if required)

Date complaint received • Date complaint acknowledged

Date allocated to officer

Date of each status change (e.g., received ? allocated ? in progress ? closed)

Date closed

System-calculated working days to respond

SLA met? (Yes/No)

If SLA not met: reason code or narrative reason recorded

Any “pause”, “stop-the-clock”, or “exceptional circumstances” flags applied

Any internal notes or system fields used to justify SLA extensions or exclusions

The information we can provide is attached. We are unable to provide you with the date of each status change, whether an SLA was met or any reasons for not meeting it, flags applied and internal extension or exclusion notes because it is not held by the Council.

We have not provided officer names, and we have redacted any third-party data which could identify an individual.