**QUALITY OF SERVICE Complaints REceived by the department OF AGRICULTURE, ENVIRONMENT AND RURAL AFFAIRS 2017/18**

The Department is committed to providing the highest possible standards of service to all its customers, and central to these is the facility for customers to lodge formal complaints if things go wrong.

The complaints procedures provides for complaints to be dealt with in two steps if required - Step 1 for complaints received and dealt with at the point of contact and Step 2 for complaints which are dealt with by the most senior staff member within the business area which is responsible for the complaint.

The following complaints were received by the Department during 2017/18:

* A total of 35 complaints about quality of service were received for the period 01 April 2017 to 31 March 2018.
* Category of complaints received:-

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| **Category** | **Number Received** |
| Delay in Receipt of Payment | 2 |
| Delay in answering phones / returning calls | 1 |
| Delay in responding to correspondence | 2 |
| Impolite/unhelpful staff | 4 |
| Unhappy with advice given | 14 |
| Accommodation | 1 |
| Other | 11 |