

Complaint Topic	No. of Complaints (April'2021 to March'2022)
Other	670
LTN	236
Permit System/FGL issue	197
other CCTV	115
PCN complaint	109
Duplicate	60
P&D or PayByPhone	47
Visitor voucher	46
Pay&Display/Cashless	36
General Permit Issue	27
Bailiffs Complaint	13
illegal/pavementparking	12
StreetSignage/BayMarking	8
Charges	4
Forgot to renew permit	2
Scratchcard	2
Ringo permit issues	2
Add/remove Vehicle on Permit Issue	1
Parking Availability	1
Cust.Ser.	1
Grand Total	1589

Month	Grand Total
Apr-21	151
May-21	125
Jun-21	159
Jul-21	115
Aug-21	129
Sep-21	117
Oct-21	107
Nov-21	136
Dec-21	104
Jan-22	143
Feb-22	128
Mar-22	175
Grand Total	1589

Month	Duplicate	Forgot to renew permit	General Permit Issue	LTN
Apr-21				57
May-21		1		31
Jun-21				37
Jul-21				22
Aug-21				23
Sep-21				17
Oct-21		1		14
Nov-21				15
Dec-21				3
Jan-22	2		13	6
Feb-22	20		6	7
Mar-22	38		8	4
Grand Total	60	2	27	236

Month	Other	other CCTV	P&D or PayBy Phone	PCN complaint
Apr-21	64	7	2	2
May-21	50	16	7	2
Jun-21	91	10	4	1
Jul-21	72	2	6	1
Aug-21	73	9	5	
Sep-21	72	1	3	
Oct-21	63	9	5	
Nov-21	85	7	3	
Dec-21	72	7	1	
Jan-22	15	28	6	39
Feb-22	10	9	1	28
Mar-22	3	10	4	36
Grand Total	670	115	47	109

Month	Permit System/FGL issue	Ringo permit issues	Cust.Ser.	Charges
Apr-21	16			
May-21	18			
Jun-21	14			
Jul-21	12			
Aug-21	13			
Sep-21	15	2		
Oct-21	12			
Nov-21	23			
Dec-21	18			
Jan-22	24			
Feb-22	19			
Mar-22	13		1	4
Grand Total	197	2	1	4

Month	Visitor voucher	Street Signage/ Bay Marking	Add/remove Vehicle on Permit Issue	illegal/pavement parking	Pay&Display/ Cashless
Apr-21	3				
May-21					
Jun-21	2				
Jul-21					
Aug-21	6				
Sep-21	7				
Oct-21	3				
Nov-21	3				
Dec-21	3				
Jan-22	7				
Feb-22	9	4	1	3	3
Mar-22	3	4		9	33
Grand Total	46	8	1	12	36

Month	Parking Availability	Scratch card
Apr-21		
May-21		
Jun-21		
Jul-21		
Aug-21		
Sep-21		
Oct-21		
Nov-21		
Dec-21		
Jan-22		
Feb-22		
Mar-22	1	2
Grand Total	1	2