PaymentType

udc\_description fld\_name

Donation Payment Type

Rent Account Arrears reduction Payment Type

No Payment Wanted Payment Type

Service Charge reduction Payment Type

Contractor payment Payment Type

Replacement / Redecoration Payment Type

Payment by cheque or BACS Payment Type

Non-Monetary gesture Payment Type

Voucher Payment Type

ReportedType:

Request for Information Reported Type

Suggestion Reported Type

Contact Reported Type

Informal Complaint Reported Type

Low Level Nuisance Reported Type

ASB Case Reported Type

Formal Complaint Stage 1 Reported Type

Compliment Reported Type

Anti Social Behaviour and Nuisance Reported Type

Action Taken/Action Following Outcome

Other Action Taken (S2)

Review of service Action Taken (S2)

Staff development or training Action Taken (S2)

Apology and no specific change Action Taken (S2)

Other Action Taken following Outcome

Improved external communications Action Taken following Outcome

Improved internal communication Action Taken following Outcome

Staff action taken Action Taken following Outcome

Change of policy Action Taken following Outcome

Staff development or training Action Taken following Outcome

Amended service charge Action Taken following Outcome

Complaint addressed with contractor Action Taken following Outcome

Apology and no specific change Action Taken following Outcome

Review of service Action Taken following Outcome

Remedial work on property Action Taken following Outcome

Compensation Payment

Satisfied - No payment wanted Compensation Payment Status

Donation made at Request Compensation Payment Status

Paid Compensation Payment Status

Pending Stage 2 Review Compensation Payment Status

Requisition Submitted Compensation Payment Status

Pending Resolution Compensation Payment Status

No Payment - Complainant Request Compensation Payment Status

Requisition Submitted Compensation Payment Status (S2)

Paid Compensation Payment Status (S2)

No Payment - Complainant Request Compensation Payment Status (S2)

Pending Resolution Compensation Payment Status (S2)