

EXECUTIVE SUMMARY

Report

**Suggestions
and
Complaints**

**First
Half
2020**

Management and coordination

Antonio María Relaño Sánchez
General Director for Transparency and Quality

José Antonio Antona Montoro
Assistant Director General for Quality and Evaluation

Work team

Elisa Martín González
Head of Suggestions and Complaints Service

Marta Avendaño Pérez
Head of the General Suggestions and Complaints Department

Lourdes Mejías Lucas
Head of General S&C Allocation Business

Suggestions and Complaints Service Team:

Abello Fernandez, Helena
Aguilera Pastor, María Victoria
Beltran Fernandez, Emilio
Borrego Morillo, Juan Luis
Hervas Vazquez, Lorenzo
del Olmo Díaz, Jose Vicente
Latorre Gadea, Aranzazu
Martinez Millet, Laura
Mateos Cantero, Almudena
Moreno Muñoz, Ana María

Front cover illustration:
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Institutional website: www.madrid.es

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Galileo Cultural Centre
Institutional website: www.madrid.es

November 2021 Madrid City Council
Deputy Mayor's Office
Delegated Area of Territorial Coordination, Transparency and Citizen Participation
General Coordination for Districts, Transparency and Citizen Participation
Directorate General for Transparency and Quality
Sub-directorate General for Quality and Evaluation

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INTRODUCTION

The new Ordinance on Citizen Services and Electronic Administration, approved by the Madrid City Council Plenary Meeting on 26 February 2019, and published in the BOCM (Official Gazette of the Community of Madrid), no. 59, of 11 March 2019, expressly establishes, as one of the strategic objectives of Madrid City Council, managing the local administration in a rational, fair and transparent manner, making it more accessible to citizens. In it, information and service are configured as essential rights in the relationship between Madrid City Council and citizens. Proof of this is that Section III of the Ordinance on Citizen Services and Electronic Administration sets forth the right for all persons to make suggestions, complaints and compliments.

The objective of this report is to comply with the provisions of the Plenary Meeting of 17 June 2011, which establishes that every six months the members of the Special Committee for Suggestions and Complaints will be informed of the situation of the S&C System with quantitative information on the suggestions, complaints, compliments and requests for information¹ presented by citizens.

From a formal point of view, the Report begins, after this introduction, with a general summary of the whole processing involved in the S&C System, as of September 2020, in order to include the complete management of all the requests that were submitted to the S&C System from 1 January to 30 June 2020.

¹ The Sub-directorate General for Quality and Evaluation only handles requests for information of a tax nature. The competence and

1. S&C SYSTEM INPUTS

This section is dedicated to analysing the data entered into the S&C System from requests submitted by citizens.

1.1. INITIAL INPUT

The data corresponds to the number of requests submitted through the various means that Madrid City Council has enabled for the submission of suggestions, complaints, compliments and requests for information (relating to taxes):

- Electronically:
 - Internet: submission through the form available on the municipal website (www.madrid.es/contactar) and via mobile phones for which the municipal website has been specially adapted for smartphone devices. Available 24/7, 365 days a year.
 - Others: the registrations resulting from the reception of e-mails whose contents are suggestions, complaints, compliments and requests for information (of a tax nature), written documents received from the Community of Madrid and, in general, from other Public Administrations when they receive matters that fall within the competence of Madrid City Council.
- Via telephone:
 - 010 Phone Line Línea Madrid: available 24/7, 365 days a year.
- In person:
 - Registry Offices located in the Citizen Services Offices (OACs) and Taxpayer Services Offices (OAIC), and in

management of requests for general information is the responsibility of the Directorate General for Citizen Services.

municipal offices in the Government Areas.

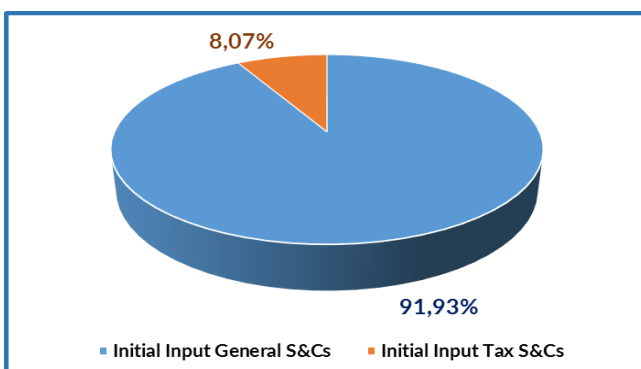
The Suggestions and Complaints Service performs, for both general and tax requests, *manual registration* processes in the S&C System in the following cases: documents that have been sent from different public bodies (Community of Madrid, Municipal Companies, etc.); documents submitted through the municipal registers, but which for various reasons have not been submitted to the application; and finally also those received by post and the e-mail inbox of the Suggestions and Complaints Service: sugyreclamaciones@madrid.es; syrtributaria@madrid.es

In the first half of 2020, 383 general requests and 64 tax requests were received and registered in the S&C System through these means.

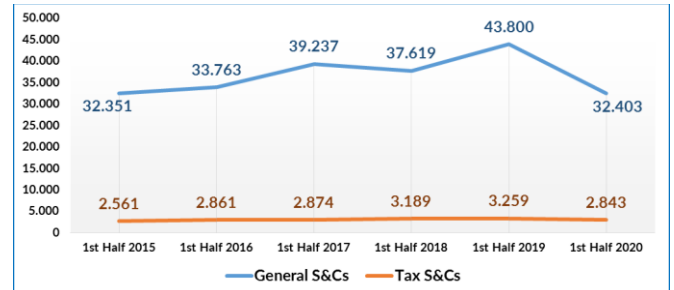
As a result of the S&C input through the indicated means and the manual registrations made from the Suggestions and Complaints Service, the total volume of requests submitted by citizens during the first half of 2020 amounted to 35,246.

1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
34,912	36,624	42,111	40,808	47,059	35,246

Distribution according to the type of request for the first half of the year 2020:



The variation by type of request and the variations in the first halves in the 2015-2019 series are shown in the chart below:



The data disaggregated by file type from the initial entry total is shown in the table below:

General S&Cs + Tax S&Cs	1 st half 2020	%
Suggestions	5,528	15.68%
Complaints	28,207	80.03%
Compliments	1,094	3.10%
Request for information	417	1.18%
Total	35,246	100.00%

Initial input data in the series first half 2015 - first half 2020 disaggregated by type of S&C are shown and compared to examine their variation, in the table below:

General S&Cs + Tax S&Cs	1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
Suggestions	6,412	7,212	8,021	7,637	7,611	5,528
Complaints	27,621	28,264	32,653	31,721	37,734	28,207
Compliments	763	974	1,161	1,104	1,302	1,094
Request for information	116	174	276	346	412	417
Initial Input Total	34,912	36,624	42,111	40,808	47,059	35,246

1.2. TOTAL INPUT

The management activity of the Sub-directorate General for Quality and Evaluation begins with the reading of all the requests that have entered the system. From that moment on, depending on the type of S&C, a different type of management is carried out.

1.2.1. General S&C Coordination Department

The Sub-directorate General for Quality and Evaluation, through the General S&C

Coordination Department, acts as the Supervisory Unit for the S&C System. Its activity begins with the daily analysis of the requests submitted by citizens through any of the existing means for Madrid City Council.

In accordance with the established decentralised model (collaboration system between the Sub-directorate General for Quality and Evaluation and the Management Units), its activity, from the point of view of the S&C System management, takes the form of the following actions:

- Process of allocating to the management units: 31,027 (includes the 3,615 General S&Cs generated due to their mixed nature).
- Process of dividing the initial requests (this is the case of the so-called “mixed nature S&Cs”), because the same documents contain several matters that, competently, correspond to different management units. In the first half of 2020, 3,615 requests were registered in the S&C System by division.
- Non-acceptance of requests. This procedure involves full S&C management as it includes a response to the interested parties as to why their request cannot be incorporated into the S&C System. These are documents that refer to issues that have procedures and formalities regulated in a specific regulation. They are not admitted in other cases either, for example, when they reiterate the content of one presented within hours or days, when they lack the minimum data necessary to be able to process them, because the question raised is not the responsibility of the Council but of another public administration or municipal companies that have their own suggestion and complaint systems or because they are of an insulting nature, among others. 1,837 requests.

- Registration of requests in the S&C System of the documents sent from various public administrations and organisations (Community of Madrid, Municipal Companies, etc.), of requests presented through the Municipal Registry Offices that have not been mechanised in the institutional corporate S&C management application, and also those requests received directly via the e-mail address sugyreclamaciones@madrid.es. In the first half of 2020, 383 manual registrations were made (a number included in the 32,403 initial requests).
- Procedure changes. 1,364.
- Direct response to S&C by the Sub-directorate General for Quality and Evaluation. 81 requests.

		1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
Allocation	Management Units	28,566	32,091	36,595	34,038	41,409	31,027
Registration	Generated due to mixed nature	4,008	5,793	3,418	2,857	3,854	3,598
	Direct registration of S&Cs	136	46	155	560	333	383
	Total	4,144	5,839	3,573	3,417	4,187	3,981
Closing	Due to mixed nature	1,959	2,555	1,597	1,297	1,638	1,707
	Due to change in procedure	953	1,470	1,550	1,872	2,059	1,364
	Answered	294	136	117	299	120	81
	Not accepted	4,217	3,277	2,624	2,960	2,417	1,837
	Technical issues	373	27	10	4	11	2
	Total	7,796	7,465	5,898	6,432	6,245	4,991

Therefore, the final number of requests incorporated into the S&C System for processing is the initial entry, 32,403 (includes manual registrations: 383), plus the 3,615 generated due to their “mixed nature”: 36,018. This means that the total input has fallen by 24% in the first half of 2020 compared to the first half of 2019. Mixed nature registrations declined 7% in the first half of 2020 compared to the same period in 2019.

	1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
INITIAL INPUT General S&Cs	32,351	33,763	39,237	37,619	43,800	32,403
Mixed nature REGISTRATION	4,008	5,793	3,418	2,857	3,854	3,615
Total Input General S&Cs	36,359	39,556	42,655	40,476	47,654	36,018

1.2.2. Tax S&C Department

In the case of Tax S&Cs, the Sub-directorate General for Quality and Evaluation, through the Tax S&C Department, performs the following tasks on the requests that have entered the System:

- Registration in the S&Cs System -64. Of the documents sent from different Public Administrations and Organisations (Community of Madrid, Municipal Companies, etc.), of requests presented through the Municipal Registry Offices that have not been mechanised in the institutional corporate S&Cs management application, and also those requests received directly via the e-mail address syrtributaria@madrid.es
- Procedure changes -127
- Non-acceptance of requests -172. This process includes responding to the citizens' questions about why their request cannot be incorporated into the S&C System. These are documents that refer to issues that have procedures and formalities regulated in a specific regulation. It should be pointed out that they are also not admitted in the following cases: when they reiterate the content of another request submitted within hours or days (in this case a communication is sent in which the accumulation of both is noted), when they lack the minimum data necessary to be able to carry out their processing or because the question raised is not the responsibility of

the Council but of another Public Administration.

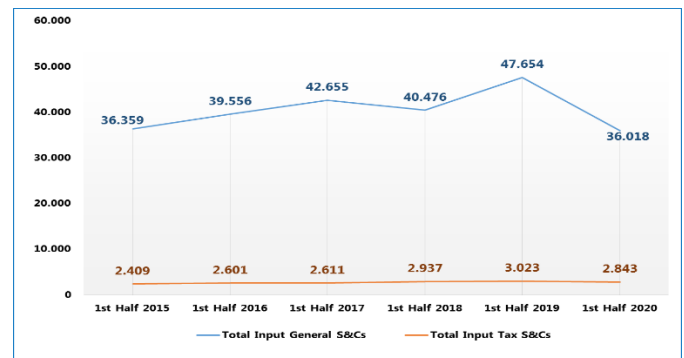
		1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
Registration	Direct registration of S&Cs	279	177	147	198	60	64
Closing	Due to change in procedure	152	260	263	252	236	127
	Not accepted	200	107	52	213	272	172
	Withdrawn	0	0	0	0	1	0
	Total	352	367	315	465	509	299

The total input of Tax S&Cs decreased 6% in the first half of 2020 compared to the first half of 2019.

	1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
Total Input Tax S&Cs	2,409	2,601	2,611	2,937	3,023	2,843

1.2.3. Global data: General S&Cs + Tax S&Cs

The number of requests that were finally incorporated into the System during the first half of 2020 reached 38,861. The table and charts below show the variation data:



	1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st half 2020
Total System Input	38,768	42,157	45,266	43,413	50,677	38,861

1.2.4. Means of input

As in previous years, the majority of suggestions, complaints, compliments and requests for information were made electronically (basically the online form on the

municipal website and its adaptation for smartphones).

In the first half of 2020, the joint data for General S&Cs and Tax S&Cs (38,861), according to the type of input means, are as follows:

- **Electronic means** represent 71% of the total input with 27,580 requests.
- **Telephone means (010)**, available 24 hours a day, 7 days a week, is the second most common way to submit to the system. It represents 23% with 9,018 requests
- **In person:** 6% of the requests were submitted at the municipal Registry Offices (at the Línea Madrid Citizen Services Offices and other municipal offices), totalling 2,217 requests.
- **By post**, the remaining 0.10% was submitted, i.e., 46 requests.

General S&Cs + Tax S&Cs		1 st Half 2020	% over the TOTAL INPUT
Electronic	Website	19,233	49.49%
	Other	8,347	21.48%
	Total	27,580	70.97%
010 Phone Line		9,018	23.21%
In person		2,217	5.70%
By post		46	0.12%
Total		38,861	100.00%

The variation data for the first half of the years 2015-2020 is shown in the table below:

General S&Cs + Tax S&Cs	1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st Half 2020
Electronic	23,294	25,219	27,106	27,051	32,094	27,580
Telephone	11,273	12,749	13,906	11,525	13,392	9,018
In person	4,304	4,417	4,470	5,013	5,111	2,217
By post	49	32	47	76	80	46
Total	38,920	42,417	45,529	43,665	50,677	38,861

2. GENERAL S&Cs

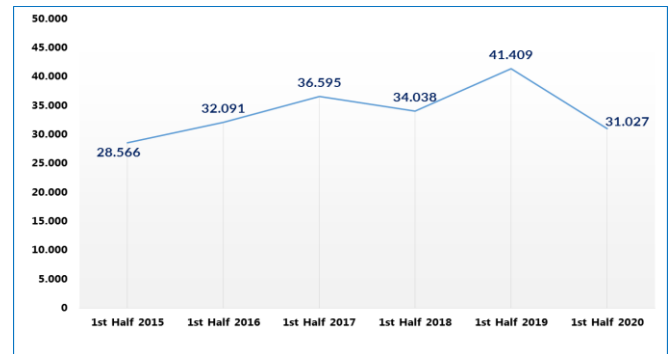
The first section of this report detailed the monitoring process carried out by the Sub-directorate General for Quality and Evaluation on the **INITIAL** S&C entry and how, after the manual registration processes and the divisions due to mixed natures, the **TOTAL** S&C number that had finally entered the system during the first half of 2020 was configured.

Of this total number (36,018 General S&Cs), the Coordination Department carries out different procedures and tasks, such as changing procedures, answering questions to citizens, and non-acceptance. All of this makes it possible to obtain what is known as the **NET** input, which is what will finally be referred to the competent Management Units according to the category presented by the citizens in each request.

2.1. PROCESSING BY THE MANAGEMENT UNITS

The Management Units are in charge of processing the suggestions, complaints and compliments allocated to them and are responsible for controlling the deadlines and the quality of the responses. In addition, in order to assess and monitor the processing process, reports and other data that have been used to respond to citizens must be incorporated.

In the first half of 2020, 31,027 requests were allocated to the management units following their monitoring, i.e., 86% of the total entry into the S&C System: 36,018. The variation (years 2015-2020) of the allocation to the Management Units is shown in the chart below:



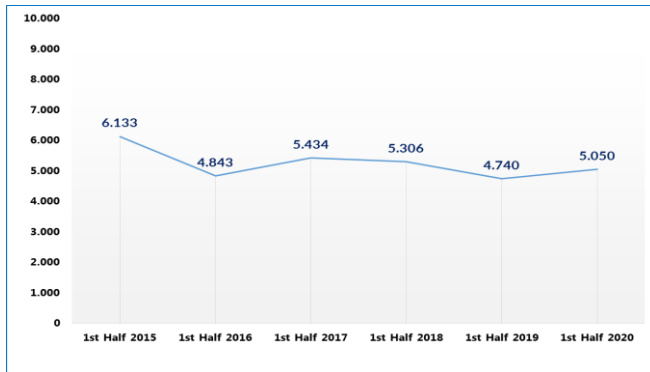
During the management process, some units agree to refer certain S&Cs to other municipal systems, either because their content refers to a breakdown, an incidence or a defect that requires immediate repair, or because there is a demand for action.

The systems currently used by Madrid City Council include:

- **AVISOS-MADRID:**
 - D.G. for Management and Surveillance of Circulation
 - D.G. for Cleaning and Waste Services
 - S.G. for Conservation of Public Roads and Public Infrastructures.
 - D.G. for Sustainability and Environmental Control.
 - D.G. for Water Management and Green Zones
 - Madrid Salud.
- **SACPM:**
 - Directorate General of the Municipal Police.

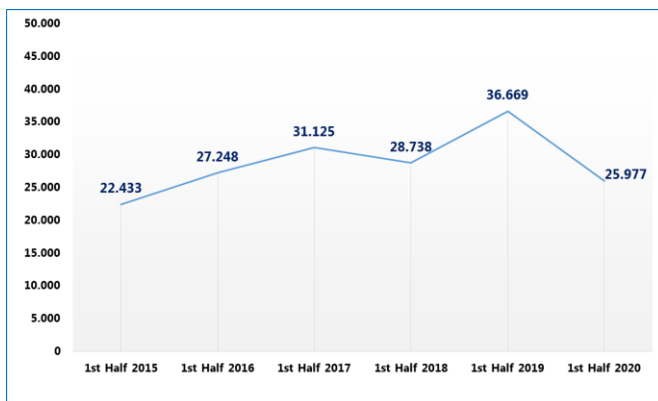
When the S&C is referred to either of the two systems indicated, the requests are left in the S&C System in a completed state and a communication is issued to the applicant indicating that their document has been changed for the new system, while providing them with a reference number for follow-up. During the first half of 2020, the completion of S&Cs due to referral to other municipal systems were as follows:

	1 st Half 2019	%
Suggestions	4,418	17.01%
Complaints	20,532	79.04%
Compliments	1,027	3.95%
Total	25,977	100.00%



Therefore, of the total number of requests that had been allocated to the management units (31,027), after deducting those that were referred to other systems (5,050), the General S&Cs that were finally managed by the management units during the first half of 2020 amounted to **25,977**.

The data for the period 2015-2020 for S&Cs managed by the Management Units are shown in the chart below:

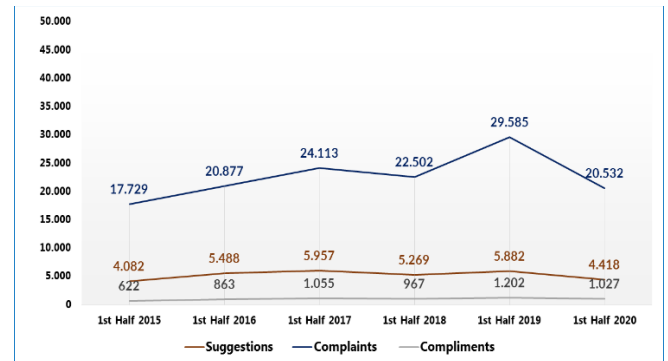


Madrid City Council managed 29% fewer requests through the S&C System in the first half of 2020 than in the first half of 2019.

2.2. ANALYSIS BY TYPE OF S&C

In the first half of 2020, the 25,977 requests processed by the S&C System Management Units were distributed as follows:

Below are the variation data for the first half of the years 2015-2020:



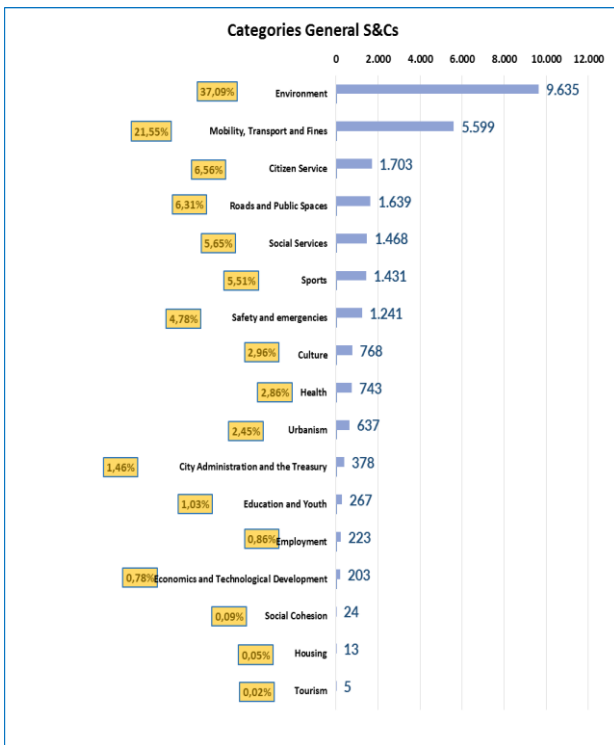
2.3. ANALYSIS BY CATEGORY AND SUBCATEGORY

The S&C System has two basic levels of classification for all requests: categories and subcategories. Classifying S&Cs at these two levels allows for a more agile analysis of those issues that are most demanded, suggested or praised by citizens.

During the first half of 2020, the greatest number of suggestions, complaints and compliments received were classified under the category "Environment", with 37%, followed by "Mobility, transport and fines", with 22%. This means that, together, these two categories account for 59% of the S&Cs processed. They are followed, with more than 1,000 requests, by "Citizen Service", "Roads and public spaces", "Social services", "Sports" and "Safety and emergencies". In all these cases, the percentage values they present are between 7% (the first one indicated) and 5% (the last one).

The chart below shows, for each of the categories, the number of requests received

and their percentage value in relation to the total S&Cs.



The variation of the number of requests per category over the five years is shown in the table below:

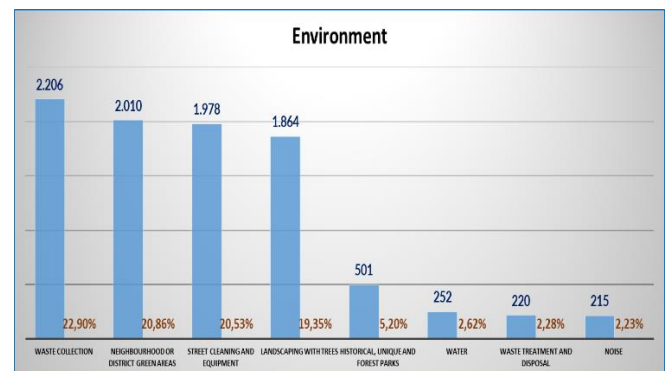
Category	1st Half 2015	1st Half 2016	1st Half 2017	1st Half 2018	1st Half 2019	1st Half 2020
Environment	6,244	8,115	9,173	8,551	9,779	9,635
Mobility, Transport and Fines	5,817	6,451	7,593	6,221	9,043	5,599
Citizen Service	1,238	1,582	1,699	1,613	2,534	1,703
Roads and Public Spaces	1,612	2,087	3,335	3,128	3,699	1,639
Social Services	1,084	1,045	1,195	1,648	1,529	1,468
Sports	2,146	2,828	2,949	2,909	3,146	1,431
Safety and emergencies	1,066	1,187	1,104	990	949	1,241
Culture	1,113	1,263	1,251	1,486	1,272	768
Health	480	516	566	356	2,371	743
Urbanism	779	1,036	919	497	537	637
City Administration and the Treasury	254	471	498	275	641	378
Education and Youth	258	320	366	501	344	267
Employment	50	114	104	165	494	223
Economics and Technological Development	272	169	286	272	273	203
Social Cohesion	10	49	51	54	31	24
Housing	10	11	31	14	11	13
Tourism	0	4	2	3	1	5
Construction Infrastructures	0	0	0	54	14	0
International Relations	0	0	3	1	1	0
Total	22,433	27,248	31,125	28,738	36,669	25,977

The data included in the table above indicate that in the first half of 2020 with respect to 2019 there have been very significant percentage decreases, as in the case of "Health", 69%, "Roads and Public Spaces", 56%, "Sports", 55%, "Mobility, Transport and Fines", 38% and "Citizen Services", 33%.

On the contrary, the increase in "Safety and Emergencies" stands out, which undoubtedly responds to the demands made by citizens asking for greater presence and surveillance of restrictive measures during home confinement and the plan to end the initial lockdown, and also to the number of compliments for the police service provided during that period.

In view of the data obtained, it seems advisable, in order not to present values that could distort the study, that, from this moment on, the tables, charts and analysis that are carried out later, do not include those subcategories that have values lower than 2% with respect to the total S&Cs of the corresponding category. The analysis of categories that have received less than 500 S&Cs is also not included.

- **ENVIRONMENT:** 9,635 requests, 37% of the total.



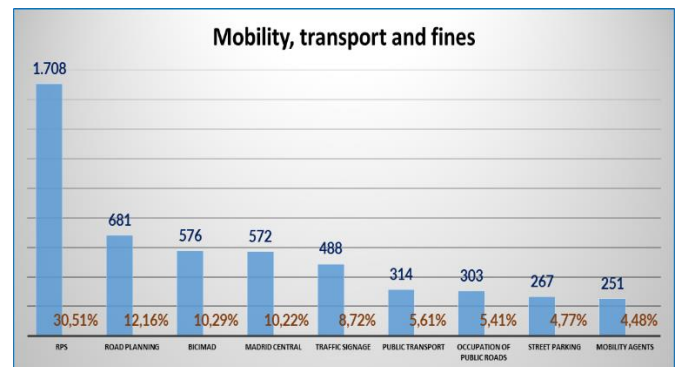
Waste collection, conservation and maintenance of green areas, street cleaning and the maintenance and upkeep of city trees

are the subcategories with the highest percentages. In the case of those with more than 1,000, the percentage values are 23% for the former and 19% for the latter. The first two (“Waste collection” and “Neighbourhood or district green areas”) received more than 2,000 S&Cs. They are followed by values close to 2,000, “Street cleaning and equipment” and “Landscaping with trees”. On the other hand, the “Historical and unique parks” subcategory, with 5%, 501 requests, shows growth compared to 2019 due to the number of complaints and also suggestions related to closure measures during the period of the State of Alarm. The remaining subcategories have percentage values below 5% of their total categories.

Within the framework of the general decrease, the increases in the subcategories “Neighbourhood or district green areas”, 14%, “Historical and unique parks”, 17%, and “Waste treatment and disposal”, 45% (it should be noted that complaints about odours due to multiple causes in the south-east area of Madrid are classified in this category) are particularly of note.

It should be noted that the subcategory “Waste collection” is practically maintained (only 0.2% increase) and “Street cleaning and equipment” has decreased by 1.5%, after its significant increase in 2019.

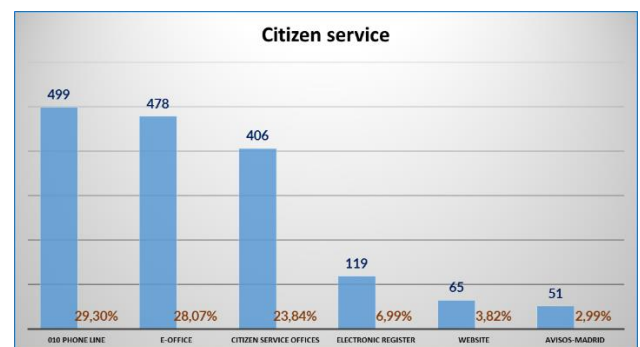
- **MOBILITY, TRANSPORT AND FINES:** 5,559 requests, 22% of the total.



The “RPS” subcategory is the subject that has received the greatest number of S&Cs in the first half of 2020, 1,708, accounting for 31% of the total for this category. In second place is “Road Planning”, with 681, 12% of the total. “BiciMad” and “Madrid Central” are slightly over 10% of the total.

The comparative analysis in the years analysed shows that, for the first half of 2020, there have been significant decreases in almost all the subcategories, mainly in the case of “Madrid Central”.

- **CITIZEN SERVICE:** 1,703 S&Cs, 7% of the total processed.

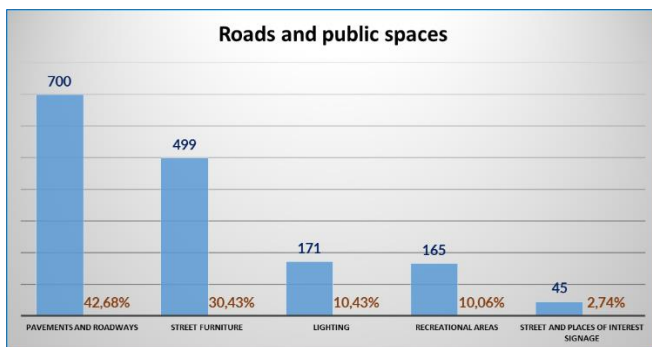


“Phone Line 010” is the subcategory with the highest number of requests, representing 29% of the subject category, followed by “e-Office” with 28%, and “Citizen Services Offices (OACs)” with 24%.

In the analysis of the data, as far as the decreases are concerned, that of the “Citizen

Services Offices” stands out (we must remember that they were close for almost two months from 13 March to 8 May). On the other hand, the importance of the increase of the Subcategory *“Electronic register”* should also be highlighted, due to the problems that arose when physical submissions could not be made. Finally, the increase in the subcategory *“Avisos-Madrid”* (which was introduced in the ranking in 2019) should be noted, although the number of S&Cs in absolute values is not very important.

- **ROADS AND PUBLIC SPACES:** 1,639 S&Cs, 6% of the total processed.

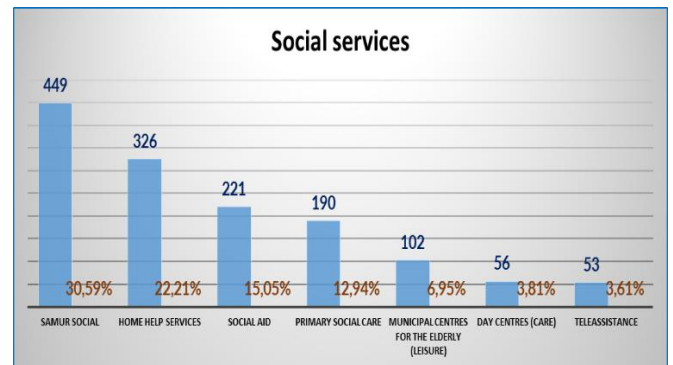


The condition and maintenance of the streets and the provision, arrangement and maintenance of street furniture are the issues that include the two main subcategories that have received most S&Cs in this area. *“Pavements and Roadways”* represents 43%, although it should be remembered that in 2019 it represented 53%; and *“Street Furniture”* represents 30%. Finally, it should be noted that *“Lighting”* and *“Recreational Areas”* account for 10% each.

The analysis of the year-on-year variation, allows us to verify that all the subcategories have decreased significantly. It is also interesting to observe the variation of the percentage weight of each subcategory in the whole of the categories across the different years, since it shows us that there has been a notable decrease in *“Pavements and*

roadways” and, on the contrary, an increase in *“Street furniture”*.

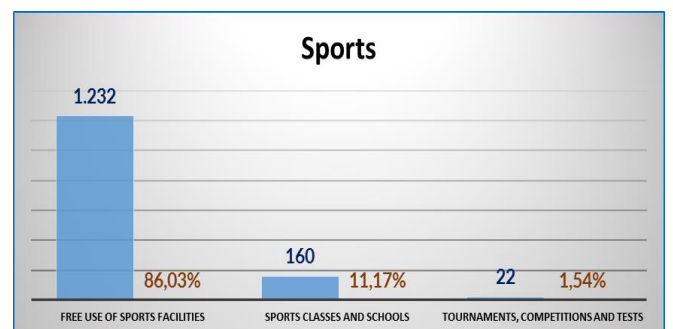
- **SOCIAL SERVICES:** 1,468 S&Cs, 6% of the total processed.



“SAMUR Social” accounts for 30% of the total, with 449 requests, placing it in first place. It is followed by subcategories such as *“Home help services”*, *“Social aid”* and *“Primary social care”*, with percentage values of 22%, 15% and 13%.

If we analyse the scale, the importance of each subcategory in the total of the category, throughout the period considered, the effect of the pandemic on this category can be seen. Thus, the situation faced by the homeless and other groups of people with high vulnerability, as well as home services and social aid, have absorbed most of the requests to the detriment of the Centres for the Elderly (of leisure) showing the problems and needs of the citizens.

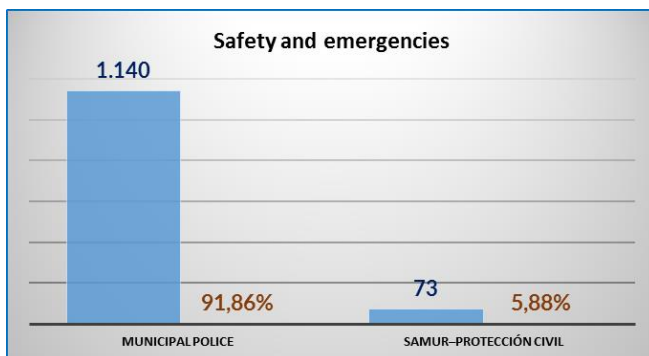
- **SPORTS:** 1,431 S&Cs, 6% of the total processed.



The subcategory “Free use of sports facilities” includes the S&Cs received about the Municipal Sports Centres and the Basic Municipal Sports Facilities that are outdoors. The main reasons for complaints or proposals are related to the state and maintenance of the facilities and, in percentage value, they represented 86% of all those received within the category “Sports”. The other important subcategory, with 11%, is “Sports classes and schools”, which basically includes all those complaints produced by the cancellation of directed activities, lack of teachers due to late substitutions, the poor state of the sport equipment used for the classes, the competence of the teachers, complaints about the closure of the centres, etc.

It should be noted that in the first half of 2020, all the subcategories of the category “Sports” are down compared to the first half of 2019, highlighting those received within “Sports classes and schools”.

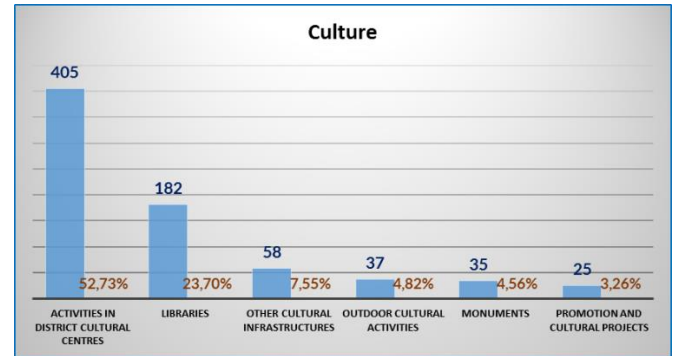
- **SAFETY AND EMERGENCIES:** 1,241 S&Cs, 5% of the total processed.



“Municipal police” is the subcategory with the highest number of S&Cs, with 92% of the total under the “Safety and emergencies” category. It must be considered that most of them do not refer to police action but demand a greater presence and activity of the service to deter or repress uncivil behaviour that affects citizens this year, mainly with regards to the control of

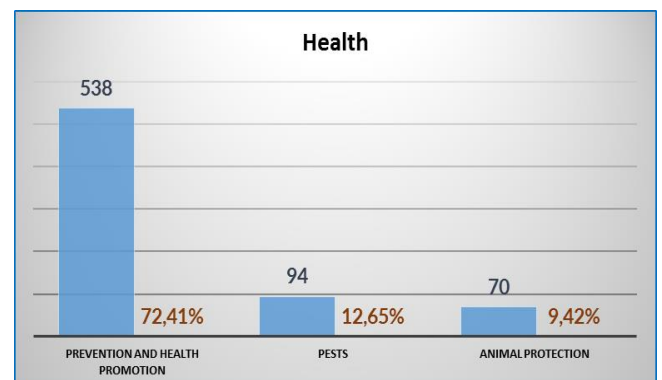
restrictive measures of the State of Alarm. These are requests that call for police action to ensure compliance.

- **CULTURE:** 768 S&Cs, 3% of the processing.



“Activities in District Cultural Centres” and “Public Libraries” cover 77% of the category. They mainly refer to problems related to the closure of the centres, and also, as every year, to complaints about the programmed activities, the service provided and, fundamentally, the state of conservation and maintenance of the facilities. The S&Cs on “Outdoor Cultural Activities” include, above all, complaints about the organisation and content of programmed and developed activities, and about noise nuisance.

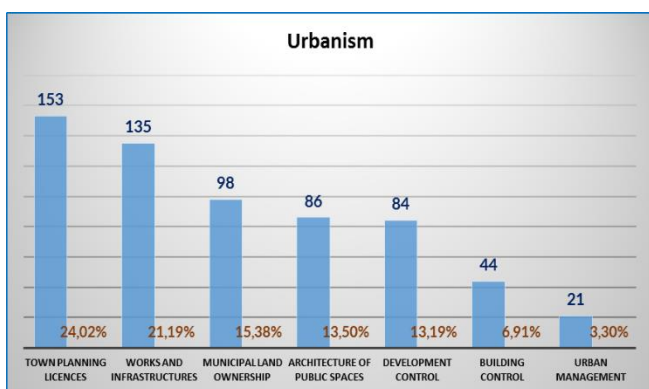
- **HEALTH:** 743 S&Cs, 3% of the total processed.



The subcategory “Prevention and health promotion” is by far the most important in the health subcategory, accounting for 72% of the

requests. In this regard, it should be noted that all the requests that were related both to demands for service and attention and those that referred to opinions and problems arising from the measures applied during confinement and the plan to end the initial lockdown, particularly in the months of March and April, have been classified within them.

- **URBANISM:** 637 S&Cs, 3% of the total processed.



The subcategory with the highest number of S&Cs is “Town planning licences”, with 24%, followed by “Works and infrastructure”, with 21%. The third is “Municipal Land Ownership”, 15%. The first concerns various issues related to the processing of licences and other forms of intervention. “Works and infrastructure” includes those requests that refer to major works, major remodelling such as the Plaza de España. Also included here are those in which the citizenry manifested themselves to be for or against the opening of the works during the period of confinement. In turn, the “Municipal Land Ownership” includes the S&Cs related to the state of cleanliness and general maintenance of public plots.

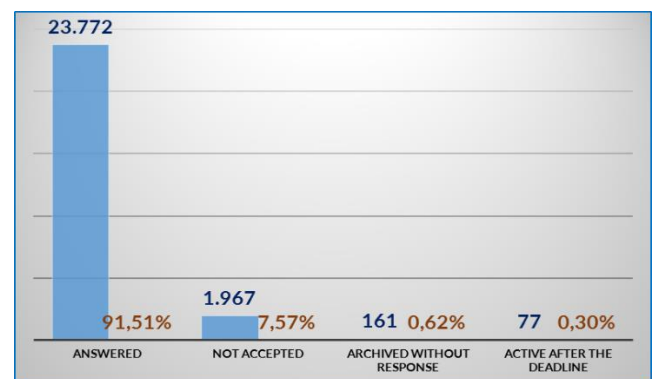
Two aspects should be highlighted: the first refers to the progressive and continuous reduction during the different years of the subcategory “Town Planning Licences”, and the second –once the importance of the issues related to construction activity during the

period of the state of alarm has been explained– is related to the increase of S&Cs classified within “Municipal Land Ownership”, that is, the problem of maintenance of public plots.

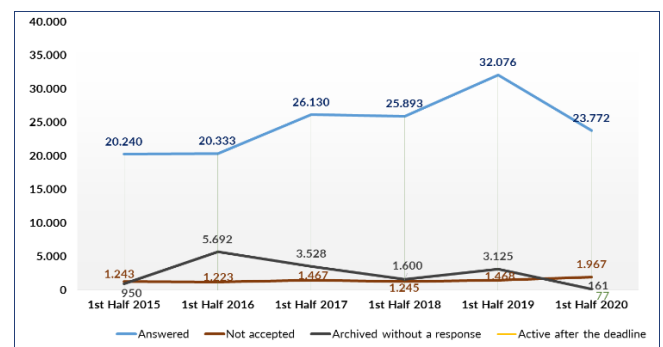
2.4. CLOSING OF THE S&Cs

2.4.1. Global data

This section shows the final result of the management carried out by the Management Units on those S&Cs allocated to them.

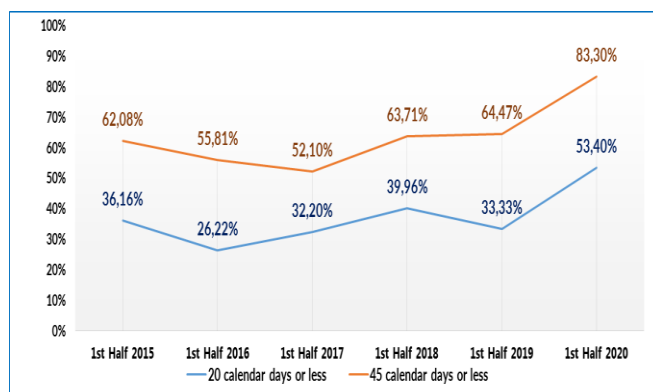
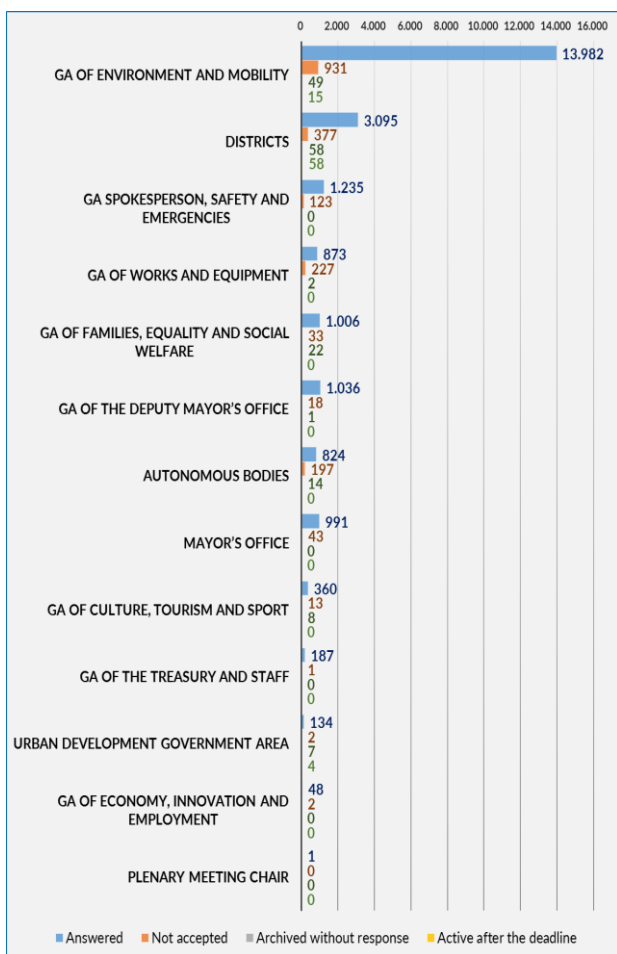


The data for the four years on the processing for the first half of 2020 compared to the other years are given below:



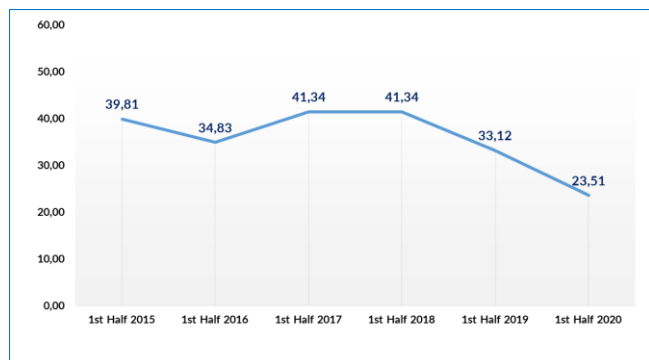
2.4.2. Closing analysis by organisational areas

The analysis is completed with the completion data carried out by what the S&C System knows as organisational units, i.e., the Government Areas, District Coordination, Management, Autonomous Bodies, Mayor’s Office Coordination and the Presidency of the Plenary Meeting.



2.5. PROCESSING TIMES

The average time for the first half of 2020 was 24 calendar days. The average time variation data is shown in the chart below:



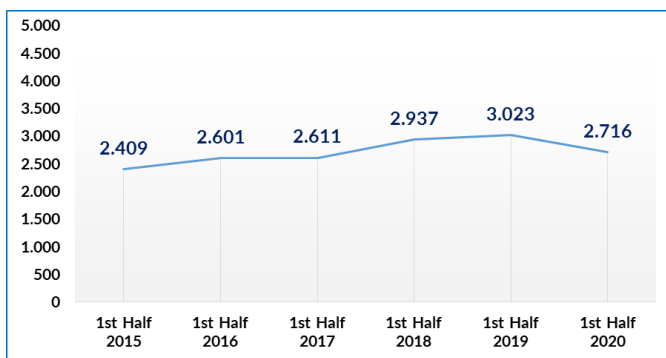
As for S&C percentages with response by calendar days:

3.TAX S&Cs

With regards to tax-related suggestions and complaints, the Suggestions and Complaints Service, through the Tax S&Cs Department, acts as a supervisory unit and as a single management unit, with responsibility for processing (monitoring and analysis, processing and response) all requests, with the collaboration, when necessary, of the units that manage taxes and public prices in the Government Areas and Districts and the Tax Agency of Madrid, which act as reporting units.

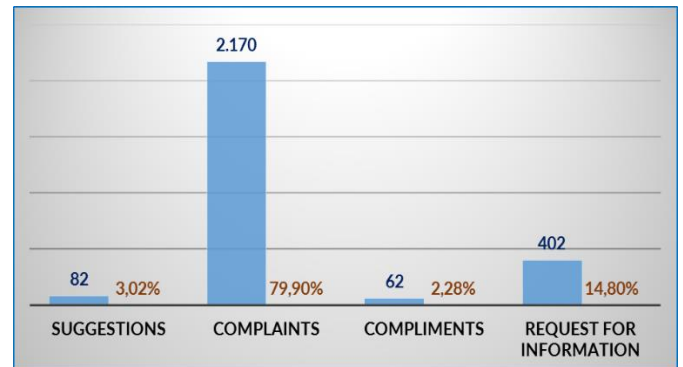
In the first half of 2020, a total of 2,843 requests were received (including 64 directly from the Suggestions and Complaints Service).

Of these Tax S&C entries (2,843), a total of 127 (4.47%), were changed in the monitoring phase to General S&C or general information requests. Therefore, the final number of S&Cs that were managed and processed by the Tax S&C Department in the first half of 2019 was 2,716.



3.1. TYPE OF S&C

The distribution by type of request for the first half of the year 2020 is as follows:



The variation data by type of S&C for the period 2015-2020 are shown in the table below:

	1st Half 2015	1st Half 2016	1st Half 2017	1st Half 2018	1st Half 2019	1st Half 2020
Suggestions	182	190	151	132	126	82
Complaints	2,079	2,197	2,159	2,425	2,468	2,170
Compliments	42	61	55	58	42	62
Request for information	106	153	246	322	387	402
Total	2,409	2,601	2,611	2,937	3,023	2,716

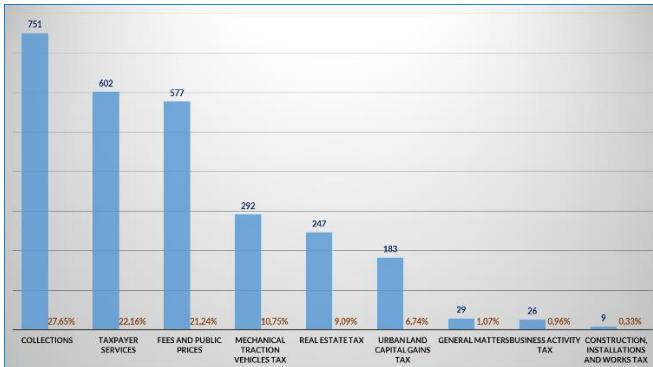
3.2. ANALYSIS BY CATEGORY AND SUBCATEGORY

In the first half of 2020, the “Collection” area had the highest number of requests, 751, representing 28% of all Tax S&Cs. Second in importance is the category “Taxpayer Services”, with 602 S&Cs received, accounts for 22% of the total. In the case of this category, for the first half of 2020, the increase that had begun in 2019 is maintained.

The third place is occupied by “Fees and public prices” (which had been the first in the first half of 2019), with a total of 577 requests received, 21% of the total, and shows a decrease in 2020 with respect to the first half of 2019, with a percentage value of reduction of -42%.

“Mechanical Traction Vehicles Tax” with 292 requests, 11% of the total and the “Real Estate Tax” with 247, 9%, are the fourth and fifth in the ranking of the first half of 2020. The remaining categories in which the Tax S&Cs

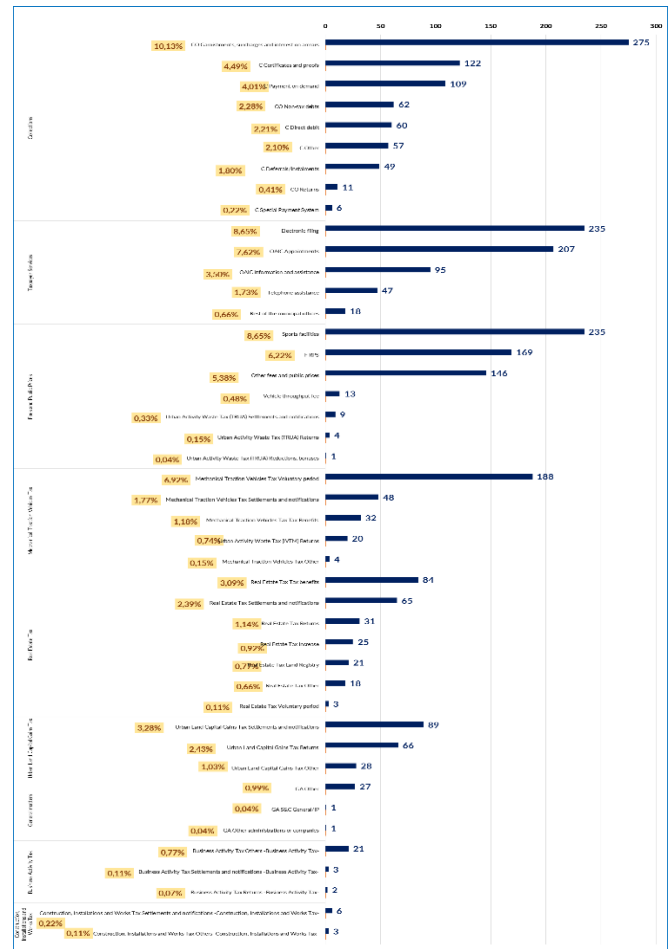
are classified have percentage values below 7%.



The S&Cs number data and the variation in the 2015-2019 series is shown in the tables below:

Category	1 st Half 2015	1 st Half 2016	1 st Half 2017	1 st Half 2018	1 st Half 2019	1 st Half 2020
Collections	916	1,141	955	889	643	751
Taxpayer Services	245	390	509	407	450	602
Fees and Public Prices	185	262	357	881	997	577
Mechanical Traction Vehicles Tax	500	392	316	289	454	292
Real Estate Tax	377	307	274	246	206	247
Urban Land Capital Gains Tax	99	77	145	144	207	183
General matters	24	9	43	66	32	29
Business Activity Tax	6	13	8	11	7	26
Construction, Installations and Works Tax	6	10	4	4	27	9
Office of the Taxpayer Advocate	51	---	---	---	---	---

As was done in the section on General S&Cs, the analysis of category and subcategory data does not include those that do not reach 5% with respect to either the total Tax S&Cs (case of categories) or the total S&Cs of each category (case of subcategories).



Below, a brief analysis is made of those Tax S&Cs subcategories that presented a number of requests greater than 100 during the first half of the year 2020:

Subcategory	1 st Half 2020
Executive collection-Garnishments, surcharges and interest on arrears	275
Electronic filing	235
Sports facilities	235
OAIC Appointments	207
Mechanical Traction Vehicles Tax Voluntary period	188
Fees-RPS	169
Other fees and public prices	146
Collection-Certificates and proofs	122
Collection (PoD)	109

Garnishments, surcharges and interest on arrears - 275 S&Cs: since the declaration of the state of alarm, many of the complaints regarding garnishments refer to the bad economic situation that has occurred and,

therefore, to the perception that they should not be executed.

In addition to the above, another large group of claims relate to the non-receipt by taxpayers of notification of the letter of payment of garnishments, surcharges and interest on arrears, etc., which are due when tax debts are not paid in their corresponding voluntary payment period.

Law 58/2003 of 17 December, the General Taxation Act, provides that the enforcement period begins on the day following the expiry of the period established for the payment of tax debts, so that the enforcement procedure is initiated by means of an order notified to the taxpayer, who sends their complaint to the Suggestions and Complaints System when they do not receive such notification.

Another group of claims also refers to the disagreement with the accrual of the tax debt that gives rise to the initiation of the enforcement procedure as it has not been paid; as well as the lack of information on how to obtain the relevant payment document for the enforced tax debt.

Electronic filing -235 S&Cs: Electronic filing has increased as a result of the closure of the Taxpayer Services Offices, meaning that the usual incidents and problems have increased, leading to blockages and saturation at times.

This subcategory includes all the issues concerning the online relationship of citizens, as taxpayers, with the City Council, through the municipal website. It covers aspects fundamentally related to the online payment of taxes –taxes and fees– as well as municipal public prices, also the access, by the users to “My Folder” in the direct or indirect tax area, and, in addition, the downloading and processing online of forms for the payment of taxes such as the Construction, Installations and Works Tax (acronym in Spanish, ICIO), or

the “Urban Land Capital Gains Tax” (acronym in Spanish, IIVTNU).

It should be noted that in the second quarter, there was also an increase in the number of claims from taxpayers regarding electronic payments, specifically for Mechanical Traction Vehicles Tax (which has a voluntary payment period from 1 April to 31 May).

Sports facilities. Fees and public prices - 235 S&Cs: this subcategory has been affected by the closure of the Municipal Sports Centres as a consequence of the mobility restrictions adopted under the framework of the state of alarm. The complaints referred to this subcategory concern aspects related to the payment of Public Prices for the Provision of Services in Sports Centres and Bathhouses, hence most of the complaints that have entered the System requested the return of the payment of the public prices paid.

There are also numerous complaints showing disagreement with the payment of the amount paid as a public price due to the lack of service in the different Municipal Sports Centres, due to works carried out or the difficulty in covering staff absences.

OAIC Appointments - 207 S&Cs: The opening of the OAICs after lockdown (initially one and then all), with fewer staff to meet security conditions, has led to delays in obtaining appointments which have been compounded by the overload of the appointment application whether obtained through the 010 helpline or the website.

Mechanical Traction Vehicle Tax. Voluntary period - 188 S&Cs: the claims referred to this subcategory concern, during the first half of 2020, and, especially, in the first quarter of the year, aspects related to the payment of this tax.

The increase in the number of complaints has led to the opening of the voluntary Mechanical Traction Vehicle Tax payment period. Although the Mechanical Traction Vehicle Tax period coincides with the calendar year (except when the vehicle is purchased for the first time, or when it is definitively cancelled or stolen); and it is due on the first day of the tax period, i.e., 1 January, the voluntary payment period runs from 1 April to 31 May. This is why a greater number of complaints are received during this half, most of which correspond to the dissatisfaction of citizens with the payment of Mechanical Traction Vehicles Tax for the sale of a vehicle, having moved from their municipality of residence, or not having received the corresponding receipt at their home.

Fee for the regulated parking service (RPS fee)-Fees and public prices - 169 S&Cs: complaints and also suggestions on this subcategory are related to: measures taken by the City Council during lockdown, requests for fee waiver/suspension. Subsequently, once the suspension has been adopted, the claims refer to the request for a proportional refund of the resident's fee, complaints about the lifting of the suspension, requests for waivers or allowances for certain groups, etc.

In general, the complaints have referred to incidents that occurred in the processing of payment of the fee that led to the non-existence of registration, or the non-renewal of the corresponding authorisation. Complaints about the renewal of the authorisation (which accrues an annual or monthly fee) were also been maintained.

Other fees and public prices - Fees and public prices -146 S&Cs: this subcategory includes all those fees and public prices that, due to their lesser relevance in the scope of the Suggestions and Complaints system, are not configured as a specific subcategory.

The complaints or suggestions refer, in general, to the disagreement with the amount paid in public prices for the provision of services for social-cultural, cultural and leisure activities. The subject of the complaints is mainly the discomfort of the users of the Municipal Cultural Centres due to the lack or absence of teachers, their lack of suitability to provide the contents of the course or workshop, as well as, on occasions, the deficient adaptation of the different levels of the courses or workshops, or even their name.

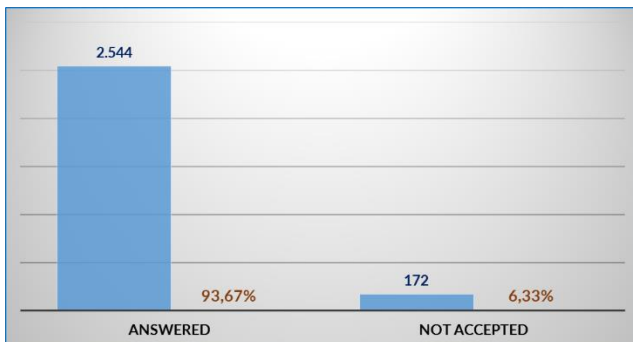
Certificates and proofs - 122 S&Cs: requests included in this subcategory are related to obtaining certificates and proofs. In this regard, it should be noted that the situation resulting from the declaration of the State of Alarm, i.e., the remote work applied during the first months at the Tax Agency of Madrid, which caused delays especially in postal deliveries, has been the main reason for the entry of requests in the S&C System.

Payment on Demand - Collection - 109 S&Cs: this subcategory deals with all the issues concerning the direct debits of some municipal taxes called Payment on Demand (PoD). PoD allows the payment of the Real Estate Tax (IBI) and the Urban Activity Waste Tax (TRUA) to be divided into 9, 5, 3 or 2 instalments, depending on the periodicity chosen by the citizenry (monthly, bimonthly, quarterly or half-yearly). Taxpayers who subscribe to the PoD receive, in exchange, a bonus in the amount of both taxes. The complaints in this case refer, for the most part, to the lack of knowledge of the effects of the PoD registered for, understanding, for example, that the PoD will have effects in the current year when its effects, depending on the moment in which it is registered, are for the following year.

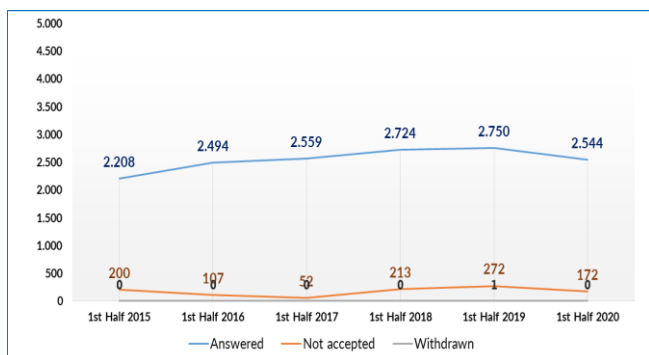
Complaints were also received regarding the delay of refunds in cases where the advance payments are greater than the sum of the tax assessments adhered to the plan, as well as regarding the delay in receiving the PoD information letters. Communications of PoD plans are made by means of a standard letter, which includes the dates of the charges for the contracted periods and the final settlement (15 December or the next working day), to the holder of the PoD at the beginning of each fiscal year.

3.3. CLOSING OF THE S&Cs

Results of the Tax S&C processing:

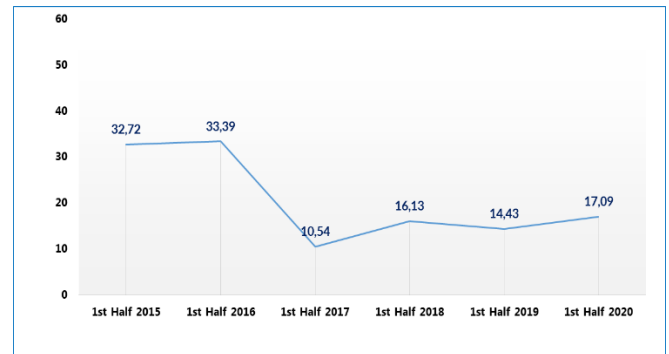


The data for the four years, in terms of the number and percentage of total processing and the percentage variation for the number of S&Cs for the first half of 2019, with the four previous years, are shown in the chart and table below:

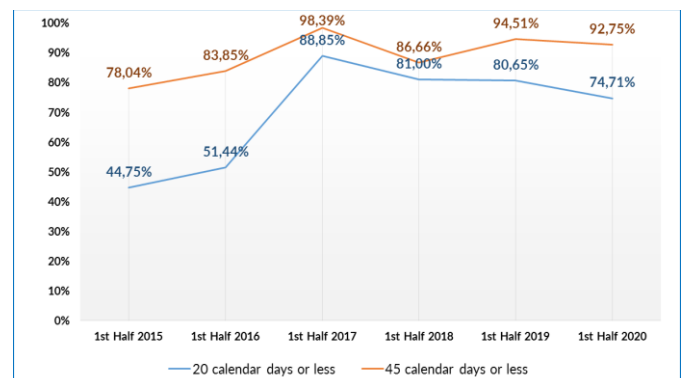


3.4. PROCESSING TIMES

During the first half of the year 2020, the average answer time for the Tax S&Cs was 17 calendar days.



As for S&Cs percentages with response by calendar day, during the first half of 2020, 75% were responded to within 20 calendar days or less and 93% were responded to within 45 calendar days or less.



GENERAL SUMMARY OF FIRST HALF OF 2020

The data corresponds to the number of suggestions, complaints, compliments and requests for (tax) information that have been submitted by citizens between 1 January and 30 June 2020. The closing date for the data is September 2020, i.e., once the two months established by the Ordinance on Citizen Services and Electronic Administration as the deadline for responding have passed. The main data for the first half of 2020 are:

- **INITIAL INPUT:** corresponds to the number of requests that have been received in the S&C System and for which no monitoring process has been carried out.

	1 st half 2020	% With respect to total S&Cs
Initial Input General S&Cs	32,403	91.93%
Initial Input Tax S&Cs	2,843	8.07%
Total	35,246	100.00%

○ *Distribution by type of file*

General S&Cs + Tax S&Cs	1 st half 2020	% With respect to total S&Cs
Suggestions	5,528	15.68%
Complaints	28,207	80.03%
Compliments	1,094	3.10%
Request for information	417	1.18%
Total	35,246	100.00%

- **TOTAL INPUT:** corresponds to the final number of requests that have been incorporated into the S&C System, i.e., once mixed nature processes, direct registrations, etc. have been carried out by the Suggestions and Complaints Service.

	1 st half 2020	% With respect to total S&Cs
Total input in the General S&C System	36,018	92.68%
Initial Input General S&Cs	32,403	
Registration of mixed nature (General)	3,615	
Total input in the Tax S&C System	2,843	7.32%
Final number of requests with registration in the System	38,861	100.00%



o *Distribution by input means*

General S&Cs		1 st half 2020	% of TOTAL INPUT	% of the input by electronic means
Electronic	Website	17,590	48.84%	68.59%
	Other	8,055	22.36%	31.41%
	Total	25,645	71.20%	100.00%
010 Phone Line		8,333	23.14%	
In person		1,995	5.54%	
By post		45	0.12%	
Total		36,018	100.00%	

Tax S&Cs		1 st half 2020	% of TOTAL INPUT	% of the input by electronic means
Electronic	Website	1,643	57.79%	84.91%
	Other	292	10.27%	15.09%
	Total	1,935	68.06%	100.00%
010 Phone Line		685	24.09%	
In person		222	7.81%	
By post		1	0.04%	
Total		2,843	100.00%	

General S&Cs + Tax S&Cs		1 st half 2020	% of TOTAL INPUT	% of the input by electronic means
Electronic	Website	19,233	49.49%	69.74%
	Other	8,347	21.48%	30.26%
	Total	27,580	70.97%	100.00%
010 Phone Line		9,018	23.21%	
In person		2,217	5.70%	
By post		46	0.12%	
Total		38,861	100.00%	

- **GENERAL S&Cs:** this section shows the data of the activity carried out directly in the Suggestions and Complaints Service and which entails the completion of the processing as General S&Cs, and the management and processing data by the Management Units.

- *Activity of the Suggestions and Complaints Service (supervisory unit)*

TASKS		1 st half 2020
Closing at the supervisory unit	Due to sending mixed nature	1,707
	Due to change of procedure	1,364
	Answered	81
	Not accepted	1,837
	Technical issues	2
Total		4,991

	1 st half 2020
Average closing time in calendar days	6.59

	1 st half 2020	% With respect to the total input
General S&Cs allocated to the Management Units	31,027	86.14%

- *Processing by Management Units*

	1 st half 2020
S&Cs allocated to the Management Units	31,027
S&Cs referred by the Management Units to AVISOS-MADRID and SACPM	5,050
S&Cs finally processed by the Management Units	25,977

- *Distribution by type of S&Cs (Management Units)*

	1 st half 2020	%
Suggestions	4,418	17.01%
Complaints	20,532	79.04%
Compliments	1,027	3.95%
Total	25,977	100.00%

○ *Classification by category*

Category	1 st half 2020	%
Environment	9,635	37.09%
Mobility, Transport and Fines	5,599	21.55%
Citizen Service	1,703	6.56%
Roads and Public Spaces	1,639	6.31%
Social Services	1,468	5.65%
Sports	1,431	5.51%
Safety and emergencies	1,241	4.78%
Culture	768	2.96%
Health	743	2.86%
Urbanism	637	2.45%
City Administration and the Treasury	378	1.46%
Education and Youth	267	1.03%
Employment	223	0.86%
Economics and Technological Development	203	0.78%
Social Cohesion	24	0.09%
Housing	13	0.05%
Tourism	5	0.02%
Total	25,977	100.00%

○ *Closing of the S&Cs*

	1 st half 2020	%
Archived without a response	161	0.62%
Active after the deadline	77	0.30%
Answered	23,772	91.78%
Not accepted	1,967	7.59%
Total	25,977	100.00%

○ *Average response time*

	1 st half 2020
Average response time in calendar days	23.51

○ *Percentage of responses by time periods*

	1 st half 2020
20 calendar days or less	53.40%
45 calendar days or less	83.30%

- **TAX S&Cs:** this section shows the management data provided by the Taxation S&C Department, which is attached to the Suggestions and Complaints Service.

- *Activity Department Tax S&Cs*

	1 st half 2020
Initial Input Tax S&Cs	2,843
Change of procedure	127
Final number of Tax S&C procedure	2,716

- *Distribution by type of Tax S&C*

	1 st half 2020	%
Suggestions	82	3.02%
Complaints	2,170	79.90%
Compliments	62	2.28%
Request for information	402	14.80%
Total	2,716	100.00%

- *Classification by category*

Category	1 st half 2020	%
Fees and Public Prices	751	27.65%
Collections	602	22.16%
Mechanical Traction Vehicles Tax	577	21.24%
Taxpayer Services	292	10.75%
Urban Land Capital Gains Tax	247	9.09%
Real Estate Tax	183	6.74%
General matters	29	1.07%
Construction, Installations and Works Tax	26	0.96%
Business Activity Tax	9	0.33%
Total	2,716	100.00%

- *Closing*

	1 st half 2020	%
Answered	2,544	93.67%
Not accepted	172	6.33%
Total	2,716	100.00%



○ *Average response time*

	1 st half 2020
Average response time in calendar days	17.09

○ *Percentage of responses by time periods*

	1 st half 2020
20 calendar days or less	74.71%
45 calendar days or less	92.75%



November 2020 Madrid City Council

Deputy Mayor's Office
Delegated Area of Territorial Coordination, Transparency and Citizen Participation
General Coordination for Districts, Transparency and Citizen Participation
Directorate General for Transparency and Quality
Sub-directorate General for Quality and Evaluation