

S&C Annual Report 2021



EXECUTIVE SUMMARY

Office of the Deputy Mayor
Delegated Area of Territorial Coordination, Transparency and Citizen Participation
General Coordination for Districts, Transparency and Citizen Participation
Directorate General for Transparency and Quality
Subdirector General for Quality and Evaluation



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Front cover illustration:

Mariano Benlliure. Monument to Goya. 1902.

Directorate General for Cultural Heritage of the Madrid City Council

<https://benlliure2022.com/programacion/monumento-a-goya/>

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Royal Observatory of Madrid

<https://www.esmadrid.com/paisaje-de-la-luz-madrid-lista-patrimonio-mundial-unesco>

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Office of the Deputy Mayor

Delegated Area of Territorial Coordination, Transparency and Citizen Participation

General Coordination for Districts, Transparency and Citizen Participation

Directorate General for Transparency and Quality

Subdirector General for Quality and Evaluation

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1. SUGGESTIONS AND COMPLAINTS SYSTEM

The regulation of the Suggestions and Complaints System (hereinafter, S&C System) was established in the Decree of the Mayor for Citizen Services, of 17 January 2005, and was made effective on 3 March 2005 through the creation of a single computer application for suggestions and complaints, which incorporated the files that were pending at the former Municipal Office for the Protection of Neighbours, and progressively enabled the different means for receiving Suggestions and Complaints established in the aforementioned decree: the Internet (www.madrid.es/contactar), 010 Phone Line, Citizen Service Offices and Registry Offices.

The by-laws relating to Online Citizens' Services and Administration, approved in the Plenary Session of the Madrid City Council on the 26th of February, 2019, and published in the Official Bulletin of the Community of Madrid (BOCM), no. 59, of the 11th of March, 2019, consolidated the path already initiated by clearly establishing, among the strategic objectives of the Madrid City Council, the rational, fair and transparent management of local administration in an effort to bring these closer to the citizens.

The Suggestions and Complaints Annual Report aims both to report on the objectives achieved and also on those issues that are in the process of being obtained and that must be taken into account in order to provide a proper municipal public service. To achieve this aim, the Report is sent to the Special Committee for Suggestions and Complaints, provided for in Article 136 of the Organic Regulations of the Plenary Meeting of the Madrid City Council, of 31 May 2004, to the Governing Body of the City of Madrid, so that it is aware of it and, finally, to the Plenary Meeting.

In line with previous years, the 2021 Report has focused both on providing an account of the numerical situation of the S&C System, and on carrying out a qualitative study by areas of activity and analysis blocks.

In terms of methodology, after this introduction, the report begins with a general summary (section two) of the processing carried out in the S&C System as of the 1st of March, 2021¹, in an effort to offer an overall perspective on the handling of all submissions to the S&C System up to the 31st of December, 2021.

Following the general summary, the report is divided into two main sections:

The first block is dedicated to a quantitative study of the suggestions, complaints and congratulatory messages that entered the S&C System during 2021, and details the following information:

- Initial volume of quests submitted by citizens, the number finally processed following the S&C Service monitoring phase (Subdirectorato General of Quality and Evaluation) and the input channel through which these were incorporated into the S&C system.
- Analysis of the processing carried out following the monitoring phase with regard to General and Tax-related S&Cs, respectively.

The second block complies with the Plenary Agreement of the 23rd of December, 2016. The analysis is based on different areas of activity. Regardless the number of S&C received, and allows us to find out citizens' perception of the municipal services thereby making it a useful tool for municipal administrators in the various areas of competence by providing them with citizens' information regarding their performance in 2021. The Report finishes with three Appendices.

2. S&C SYSTEM ENTRIES

2.1. INITIAL ENTRIES

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

¹ The maximum allowed period for responding to suggestions, complaints, congratulatory messages and requests for information (of a tax nature) is two months.

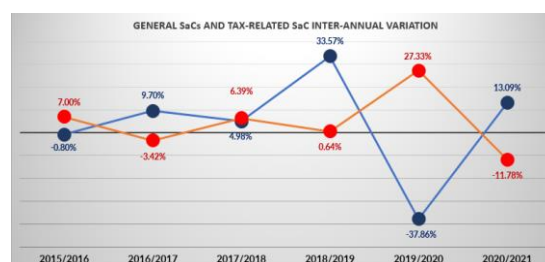
- Telematics channel: internet, mobile internet and email.
- Telephone channel: 010 Phone Line Línea Madrid, available 24/7, 365 days a year.
- In person: Registry Office located in Citizens' Advice Bureaux (OAC), Taxpayers' Advice Bureaux (OAI) and offices of local government departments.

The Suggestions and Complaints Service performs, for both general and tax requests, *manual registration*² processes in the S&C System in the following cases: documents that have been sent from different public bodies or the Community of Madrid, municipal companies, etc.; those 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 of the Sub-directorate General for Quality and Evaluation and the Directorate General for Transparency. In 2021, **1,444** general requests and **239** tax requests were received and registered 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 in the S&C System during 2021 amounted to **83,508**, distributed as follows according to the type of request:

	2021	% on the Initial Input Total
Initial General S&C entries	77,331	92.60%
Initial Tax-related S&C Entries	6,177	7.40%
INITIAL REG. TOTAL	83,508	100.00%

Initial Input data, both per S&C type and per global and interannual variation of years 2015, 2016, 2017, 2018, 2019, 2020, and 2021 are shown in the graphs below.



The tables below show the total data and data for each of the procedures, both General and Tax, broken down by type of S&C of the initial input:

General S&C	2021
Suggestions	10,030
Complaints	65,376
Congratulatory messages	1,925
TOTAL	77,331

Tax-related S&C	2021
Suggestions	198
Complaints	5,413
Congratulatory messages	93
Requests for information	473
TOTAL	6,177

The data by type of S&C of the initial input show that requests submitted by citizens are the main type with higher percentages than the rest, both for General S&Cs, representing 85%, and Tax S&Cs, accounting for 88%. Suggestions account for 13% in General S&Cs, while in Tax-related S&Cs, they account for only 3%. In the case of Compliments, values are 2% in both cases.

The initial input data for the years 2015, 2016, 2017, 2018, 2019, 2020 and 2021 disaggregated by type of S&C are shown in the table below in order to examine their variation.

General + Tax S&Cs	2015	2016	2017	2018	2019	2020	2021
Suggestions	15,018	14,164	16,577	16,132	18,076	10,504	10,228
Complaints	60,032	60,501	64,358	68,423	94,391	62,234	70,789
Congratulatory messages	1,780	1,881	2,184	2,611	2,405	1,858	2,018
Requests for information	254	312	493	685	673	787	473
INITIAL REG. TOTAL	77,084	76,858	83,612	87,851	115,545	75,383	83,508

² The number of S&Cs from the manual registration is included in the 77,331 general S&Cs and the 6,177 tax-related S&Cs.

2.2. FULL ENTRIES

2.2.1. General S&C Coordination Dept.

The General S&C Coordination Department of the Suggestions and Complaints Service operates as a supervisory unit for the S&C System. Its activity begins with the daily analysis of the S&Cs submitted by citizens through any existing Madrid City Council channels (Internet, 010 Línea Madrid, Citizen Service Offices and municipal registry offices).

From this point onwards, from a S&C System management perspective, the following actions are carried out:

- Allocating to the competent management units: 74,380
- Division process for initial entries: 7,828
- No admission 3,961
- Direct response to S&C by the SG for Quality and Evaluation: 172

The table below shows the variation of the different monitoring tasks:

		2015	2016	2017	2018	2019	2020	2021
Assignment	Management Units	66,385	68,865	73,023	77,031	105,548	65,486	74,380
Registration	Generated due to mixed nature	11,153	11,725	7,141	7,894	7,617	8,230	7,828
	Direct Registration	719	133	2,329	1,236	656	875	1,444
	Total	11,872	11,858	9,470	9,130	8,273	9,105	9,272
Completion	For being multiple in nature	5,096	5,230	3,279	3,389	3,624	3,876	3,714
	For change in procedure	1,909	2,736	2,941	3,384	3,414	3,316	2,932
	Answered	507	250	216	460	212	144	172
	Not admitted	8,050	5,975	5,720	5,930	4,828	3,782	3,961
	Due to referral to AVISOS-MADRID	--	109	417	76	13	0	0
	Total	15,562	14,300	12,573	13,239	12,091	11,118	10,779

Therefore, the final number of General S&Cs requests incorporated into the S&C System for processing is the initial entry, 77,331 (includes manual registrations: 1,444), plus the 7,828 generated due to their "mixed nature": 85,159.

2.2.2. Tax S&C Coordination Department

In the case of Tax-related S&Cs, the Subdirectorato General for Quality and Evaluation, through the Tax-related S&C Department, carries out the following tasks at the initial moment of analysis and reading of the S&Cs received:

- Registration of entries in the system: 239
- Changes in procedure: 365
- Non-admission of entries: 450

The evolutionary data for all actions carried out is as follows:

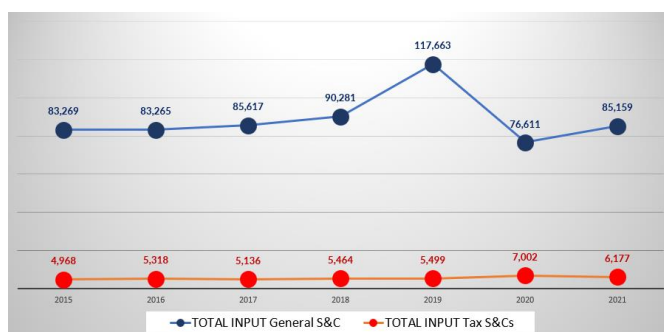
		2015	2016	2017	2018	2019	2020	2021
Registration	Direct Registration	556	368	663	380	131	285	239
Completion	For change in procedure	362	443	485	421	430	307	365
	Not admitted	266	173	171	419	495	443	450
	Total	628	616	656	840	925	750	815

The total input of Tax S&Cs decreased 12% in 2021, compared to 2020.

	2015	2016	2017	2018	2019	2020	2021
TOTAL TAX-RELATED S&C ENTRIES	4,968	5,318	5,136	5,464	5,499	7,002	6,177

2.2.3. Overall data: General S&C + Tax-related S&C

The number of requests finally incorporated into the System during 2021 reached 91,336.



2.3. REGISTRATION CHANNEL

The principal channel used for registering suggestions, complaints, congratulatory messages or requests for information is, as in previous years, the telematic channel. In 2021, the combined data for General and Tax S&Cs (91,336), by type of registration channel, is as follows:

General + Tax-related S&C		2021	% of TOTAL ENTRIES	% of entries by telematic channel
Telematics	Website	56,594	61.96%	95.34%
	Other	2,768	3.03%	4.66%
TOTAL		59,362	64.99%	100.00%
010 Línea Madrid		26,903	29.45%	
In person		5,013	5.49%	
Postal service		58	0.06%	
TOTAL		91,336	100.00%	

The variation data for the years 2015-2021 are shown in the tables below:

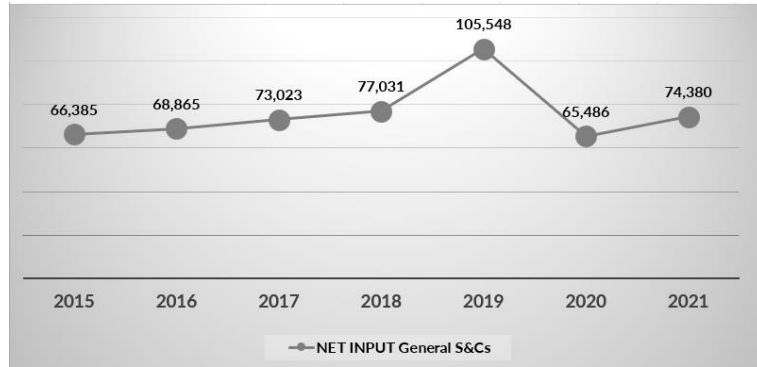
General + Tax-related S&C	2015	2016	2017	2018	2019	2020	2021
Telematics	51,457	51,945	55,290	61,835	85,758	59,980	59,362
Telephone	28,109	28,047	27,117	24,208	27,811	19,784	26,903
In person	8,580	8,529	8,244	9,549	9,472	3,769	5,013
Postal service	91	62	102	153	121	80	58
TOTAL	88,237	88,583	90,753	95,745	123,162	83,613	91,336

3. GENERAL S&C

Of this TOTAL IMPUT number (85,159 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 NET ENTRIES, i.e. the S&Cs that were finally assigned to the corresponding management units.

3.1. PROCESSING BY THE MANAGEMENT UNITS

In 2021, 74,380 requests, or 87.34% of the total input to the S&C System, were allocated to the Management Units: 85,159. The evolution (years 2015-2021) of allocation to the Management Units is shown below:

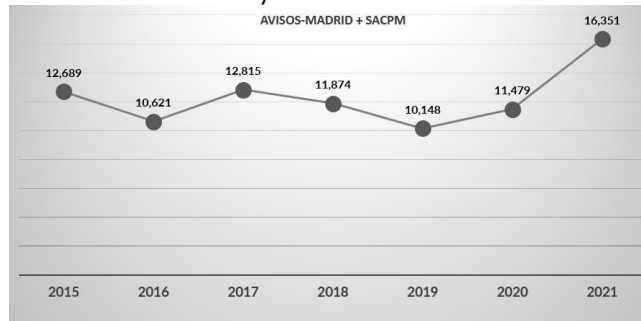


During the management process, some units refer certain S&Cs to other municipal systems, either because their content refers to a breakdown, an incident or a malfunction that requires immediate repair, or because it is a demand for action.

AVISOS-MADRID	
Directorate General for Cleaning and Waste Services	5,428
Directorate General for the Conservation of Public Roads	3,582
Directorate General for Sustainability and Environmental Control.	1,915
Directorate General for Management and Surveillance of Circulation	1,721
Madrid SALUD	297
Directorate General for Water Management and Green Zones	289
Directorate General for Public Spaces, Works and Infrastructure	3
TOTAL	13,235

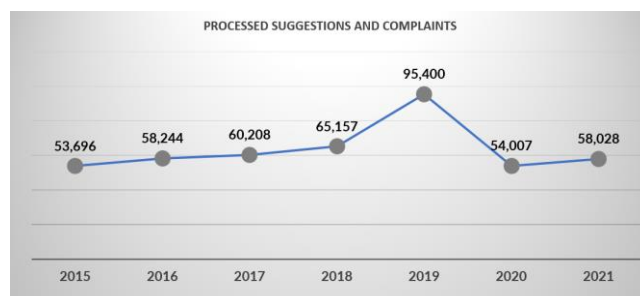
SACPM	
Directorate General of the Municipal Police	3,116
TOTAL	3,116

The evolutionary data for referrals to other systems is as follows:



Therefore, of the total number of requests that had initially been allocated (74,380) to the management units, after deducting those that were referred to other systems (16,351), there was a total number of 58,028 General S&Cs finally managed by the management units during 2021.

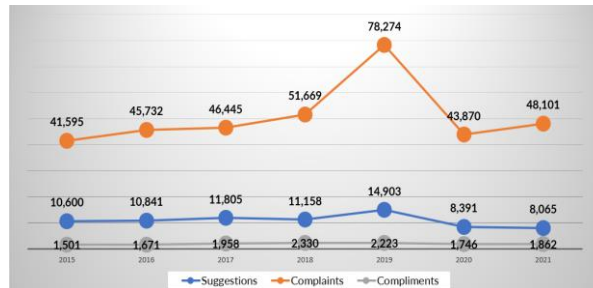
The data and interannual percentage variations for the period 2015-2021 for S&Cs managed by the Management Units are shown in the chart below:



As a result, the management units of the S&C System managed and processed 7% more requests in 2021 than in 2020.

3.2. ANALYSIS BY S&C TYPE

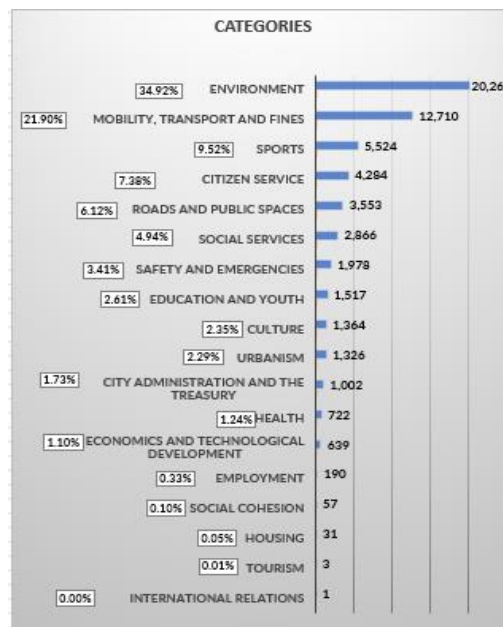
In 2021, the 58,028 entries processed by the S&C System Management Units showed the following distribution:



In 2021 there was a percentage decrease in suggestions and an increase both in complaints and compliments.

3.3. ANALYSIS BY CATEGORY AND SUBCATEGORY

During 2021, the highest number of requests received were classified in the following categories: "Environment" and "Mobility, Transport and Fines", with percentages of 35 and 22, respectively. Together, these two categories account for 57% of the S&Cs processed. They are followed, with more than 2,000 requests, by "Sports", "Citizen service", "Public roadways and spaces", and "Social services". In all these cases the percentage values presented lie between 10% (the first) and 5% (the latter). The number of requests received and their percentage value in relation to total S&Cs is shown, for each of the categories, in the chart and table below:



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

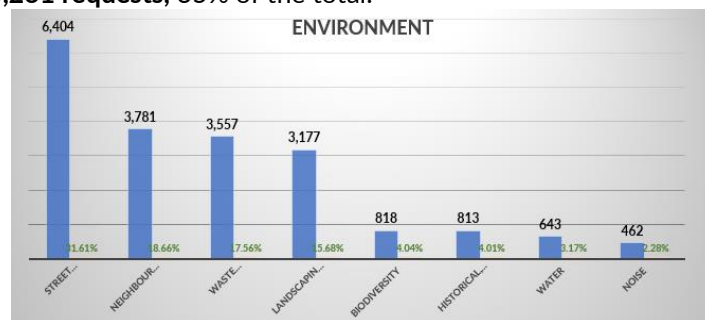
Materia	2015	2016	2017	2018	2019	2020	2021	2021%
Environment	16,734	20,464	19,487	23,081	22,862	19,081	20,261	34.92%
Mobility, Transport and Fines	14,388	13,504	14,152	13,391	40,011	11,276	12,710	21.90%
Sports	4,239	5,528	5,634	6,059	6,268	3,925	5,524	9.52%
Citizen Service	2,636	3,010	3,138	3,325	4,992	3,965	4,284	7.38%
Public Roadways and Spaces	3,399	4,316	6,089	7,019	6,884	3,909	3,553	6.12%
Social Services	2,264	2,041	2,470	3,269	2,875	3,050	2,866	4.94%
Security and Emergencies	2,278	2,173	2,214	2,010	1,997	2,626	1,978	3.41%
Education and Youth	509	483	718	828	511	553	1,517	2.61%
Culture	3,147	2,246	2,269	2,772	2,787	1,389	1,364	2.35%

Materia	2015	2016	2017	2018	2019	2020	2021	2021%
Urban Planning	1,692	1,943	1,382	986	1,107	1,221	1,326	2.29%
City Administration and Finance	715	836	873	579	1,036	858	1,002	1.73%
Health	1,008	1,004	928	841	2,688	1,165	722	1.24%
Economy and Technological Development	474	311	499	514	534	435	639	1.10%
Employment	113	273	203	263	588	484	190	0.33%
Social Cohesion	67	81	109	68	72	31	57	0.10%
Housing	27	24	34	28	20	34	31	0.05%
Tourism	3	4	2	5	153	5	3	0.01%
International Relations	3	2	3	1	1	0	1	0.00%
Construction Infrastructures	0	1	4	118	14	0	0	0.00%
Total	53,696	58,244	60,208	65,157	95,400	54,007	58,028	100.00%

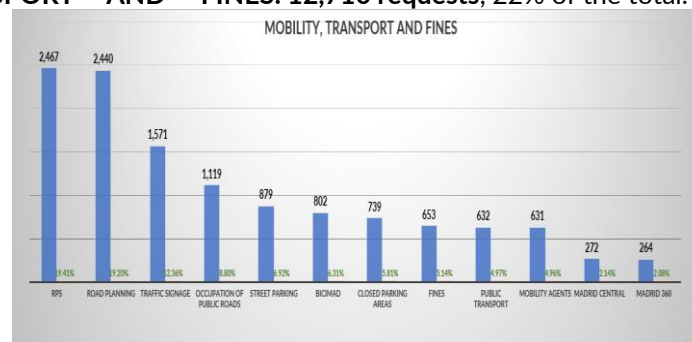
The data show that in 2021 there was a very significant increase of 174% in the subject "Education and Youth", mainly due to the numerous requests received in the days immediately following storm Filomena, since the start of classes was delayed after the Christmas holidays as it was impossible to set up in time. It should also be said that schooling is an area in which citizens, in this case students' mothers and fathers, know each other and associate and so there are many more complaints than in other types of services, for the same problem. This is followed by "Sports", with 41%; undoubtedly the opening of sports centres and Covid-19 security measures brought forth many suggestions and complaints. With regard to decreases, the "Safety and emergencies" category experienced a 25%.

Breakdown by area:

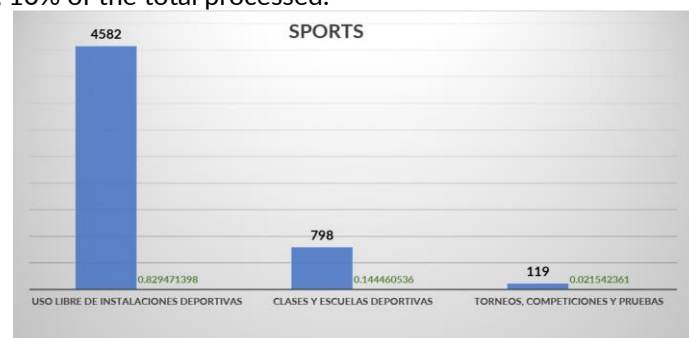
- **ENVIRONMENT: 20,261 requests, 35% of the total.**



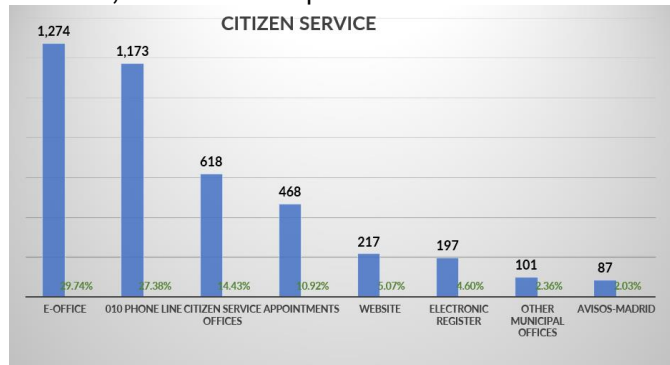
- **MOBILITY, TRANSPORT AND FINES: 12,710 requests, 22% of the total.**



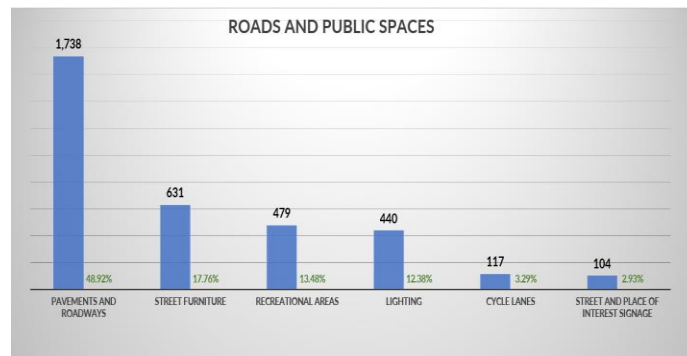
- **SPORTS: 5,524 S&Cs, 10% of the total processed.**



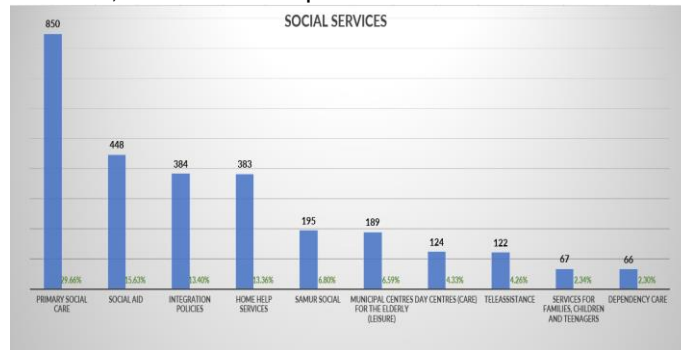
- **CITIZEN SERVICES: 4,284 S&Cs, 7% of the total processed.**



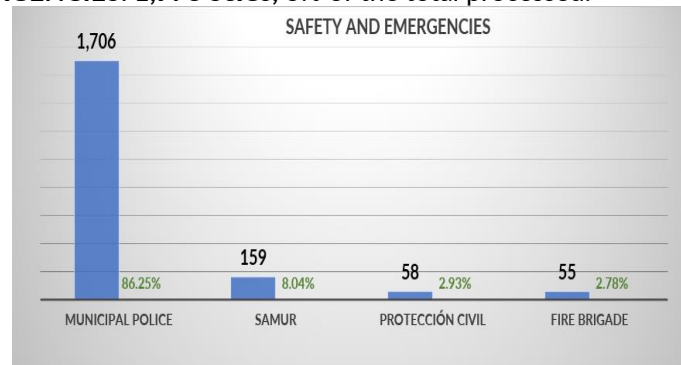
- **ROADS AND PUBLIC SPACES: 3,553 S&Cs, 6% of the total processed.**



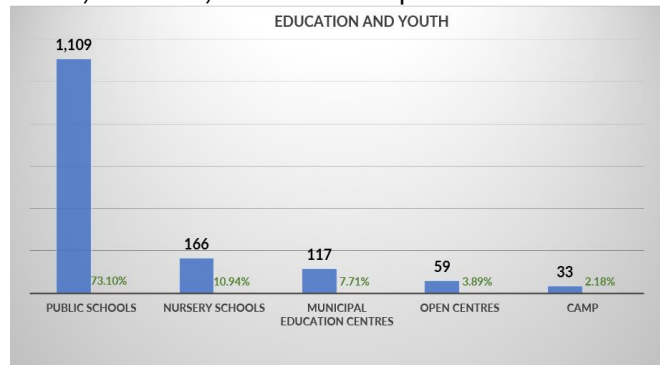
- **SOCIAL SERVICES: 2,866 S&Cs, 5% of the total processed.**



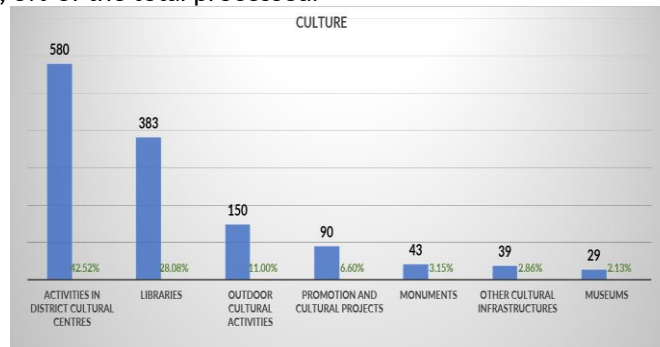
- **SECURITY AND EMERGENCIES: 1,978 S&Cs, 3% of the total processed.**



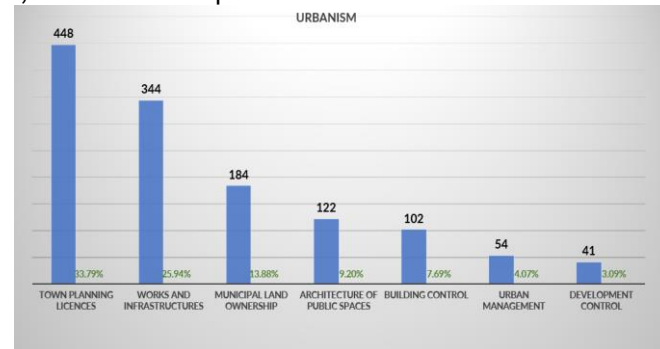
- **EDUCATION AND YOUTH: 1,517 S&Cs, 3% of the total processed.**



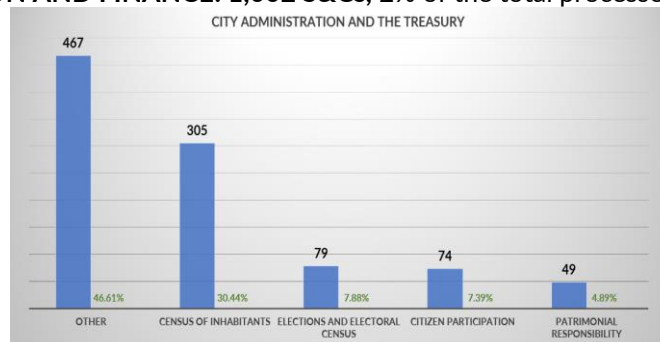
- **CULTURE: 1,364 S&Cs, 3% of the total processed.**



- **URBANISM: 1,326 S&Cs, 2% of the total processed.**



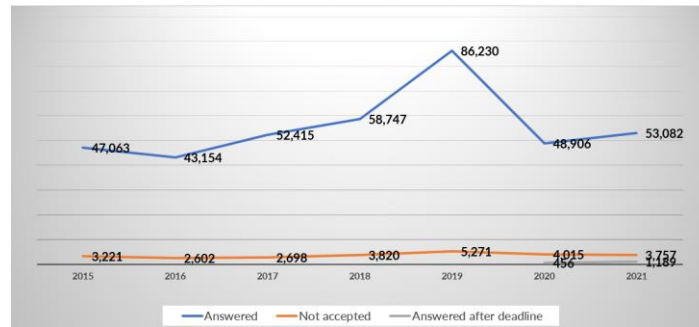
- **CITY ADMINISTRATION AND FINANCE: 1,002 S&Cs, 2% of the total processed.**



3.4. S&C COMPLETION

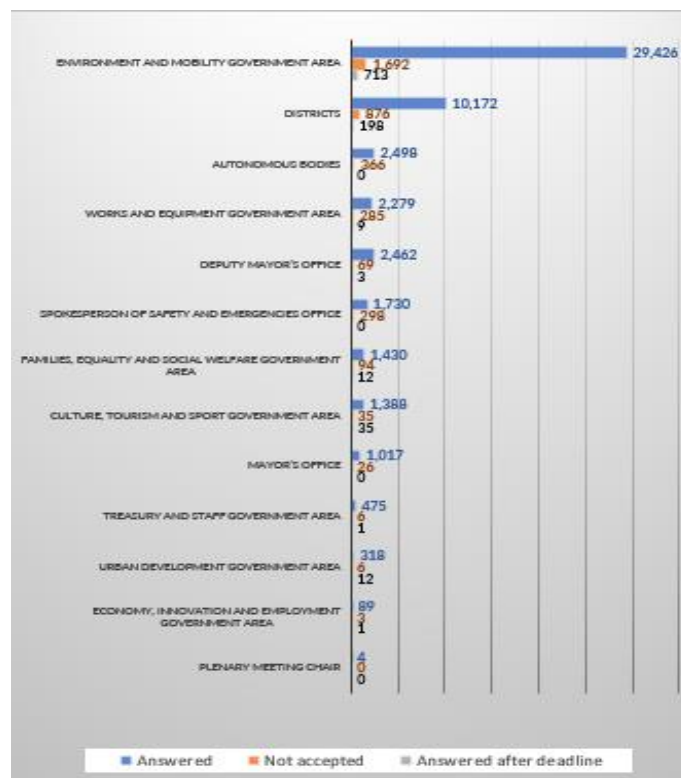
3.4.1. Overall data

This section details the end results of the processing carried out by the Management Units of the S&Cs assigned to them. The evolutionary data is as follows:



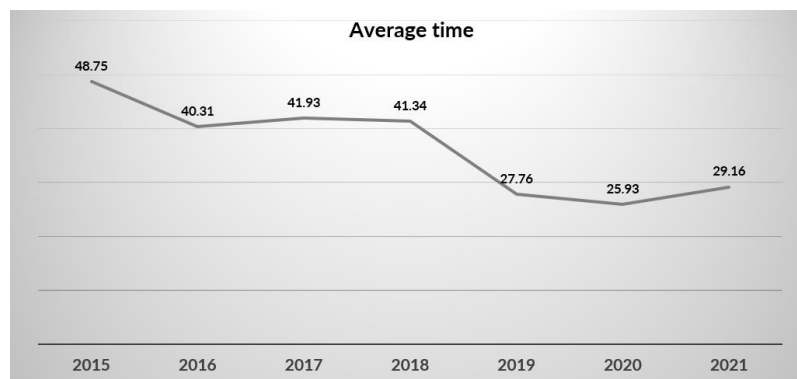
3.4.2. Analysis of completion by organisational area

The following table shows information on S&C completion by organisational area:

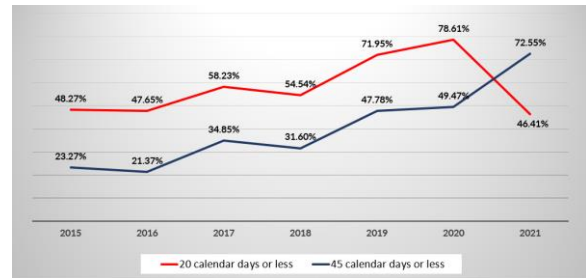
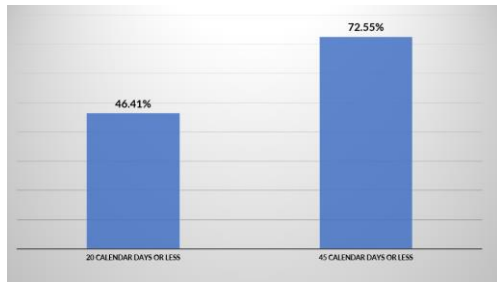


3.5. RESPONSE TIMES

The average response time for 2021 was **29.16** calendar days. Average time variation data:



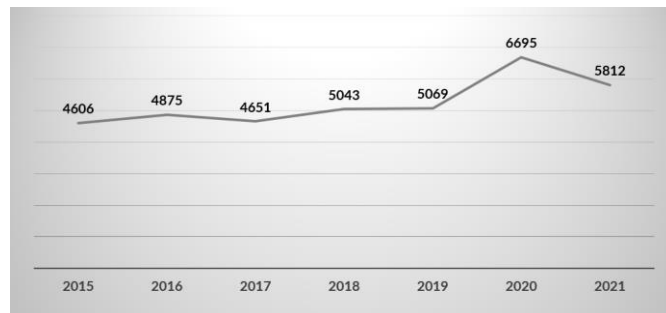
As for S&C percentages with response by calendar days:



4. TAX-RELATED S&C

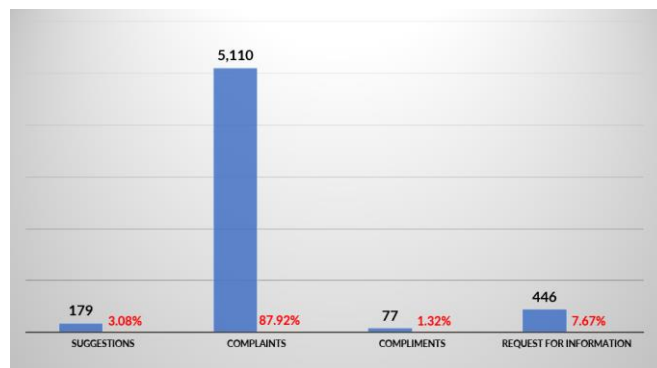
As mentioned above, in 2021, a total of 6,177 requests were received (including 239 that were registered directly from the Suggestions and Complaints Service).

Of these Tax S&Cs entries (6,177), a total of 365 (5.90%), were changed to General S&Cs for Information due to their content during the monitoring phase. Therefore, the final number of S&Cs that were managed and processed by the Tax S&C Department in 2021 was 5,812.



4.1. S&C TYPE

Distribution by type of request in 2021:



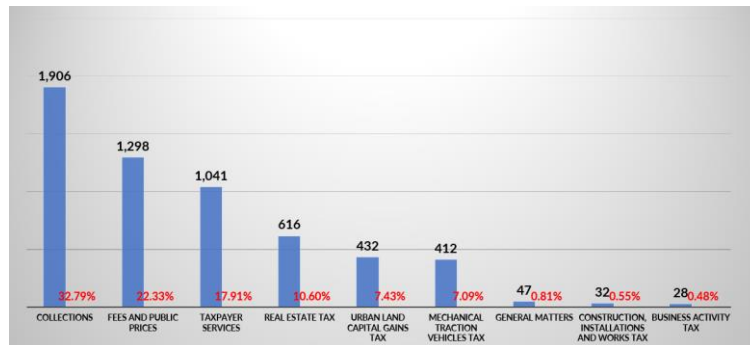
The absolute and relative variation data by type of S&C for the period 2015-2021 are shown in the table below:

	2015	2016	2017	2018	2019	2020	2021
Suggestions	427	302	241	223	227	173	179
Complaints	3,858	4,184	3,867	4,082	4,131	5,660	5,110
Congratulatory messages	90	114	106	107	82	98	77
Requests for information	231	275	437	631	629	764	446
TOTAL	4,606	4,875	4,651	5,043	5,069	6,695	5,812

4.2. ANALYSIS BY CATEGORY AND SUBCATEGORY

In 2021, the "Collection" area, with 1,906 entries and 33%, occupies the top position with regard to volume of entries. This area, except for 2019, has always occupied top position in terms of the volume of tax-related entries registered in the System. Second and third place being occupied by "Public Fees and Charges" and "Taxpayer services", with percentages of 22% and 18% respectively. On the other hand, the "IBI" area accounts for 11% of the entries in 2021. Finally, below 10% we find areas such as

"IIVTNU" (a kind of municipal Capital Gains Tax) and "IVTM" (Motor Vehicle Tax) which account for 7% in both cases. The remainder are barely significant as they stand at 1%.

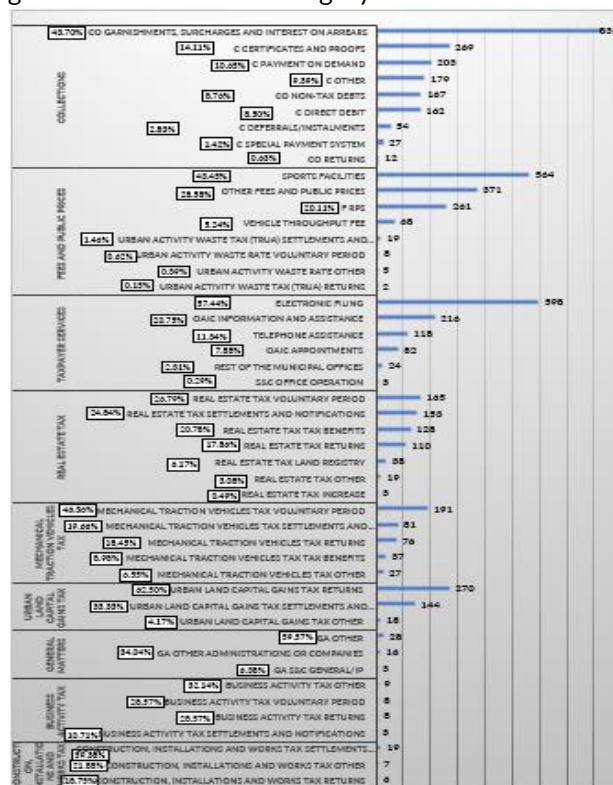


The data on the number of S&Cs processed each of the seven years, as well as the interannual percentage variations, is shown in the tables below:

	2015	2016	2017	2018	2019	2020	2021
Collection	2,029	2,125	1,633	1,454	1,235	2,254	1,906
Public fees and charges	340	583	735	1,425	1,518	1,548	1,298
Taxpayer Service	512	790	817	792	924	1,182	1,041
IBI	714	618	573	530	394	632	616
IVTM	681	562	476	431	539	541	432
IIVTNU	205	144	287	283	328	369	412
General affairs	98	17	99	83	78	68	47
IAE	11	18	16	26	22	52	32
ICIO	16	18	15	19	31	49	28
TOTAL	4,606	4,875	4,651	5,043	5,069	6,695	5,812

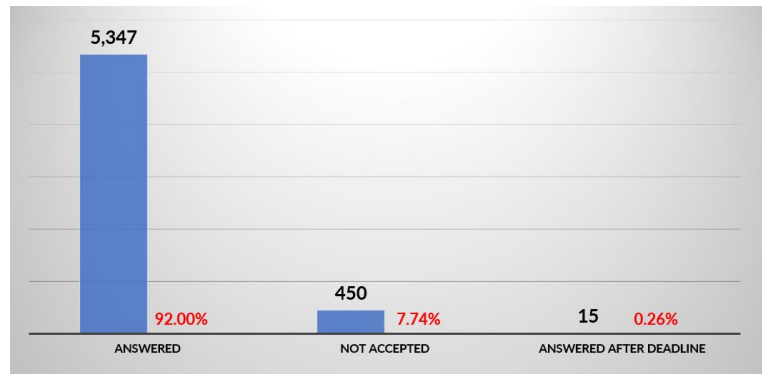
Regarding year-to-year variation, the increases in "IIVTNU" stands out, having the same trend of previous years, and the decrease of the rest of areas in 2020. Particularly significant, because of the number of S&Cs, are "Collection", "Public Fees and Charges" and "Taxpayer services", with 15%, 16%, and 12%, respectively.

The distribution of subcategories within each tax category is shown in the chart below:

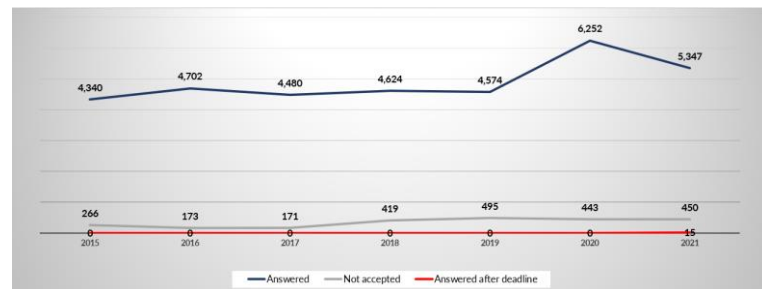


4.3. S&C COMPLETION

The results of the processing of Tax-related S&Cs are as follows:

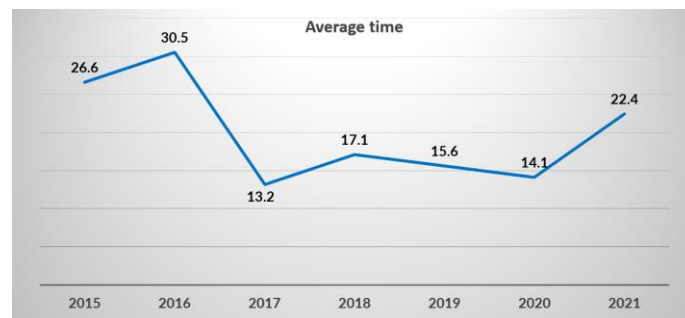


Data of the last seven years are shown in the graph below:



4.4. RESPONSE TIMES

In 2021 the average response time for Tax- related S&Cs was 22.41 calendar days.



The analysis of year-on-year and percentage variations is shown in the chart and table below:

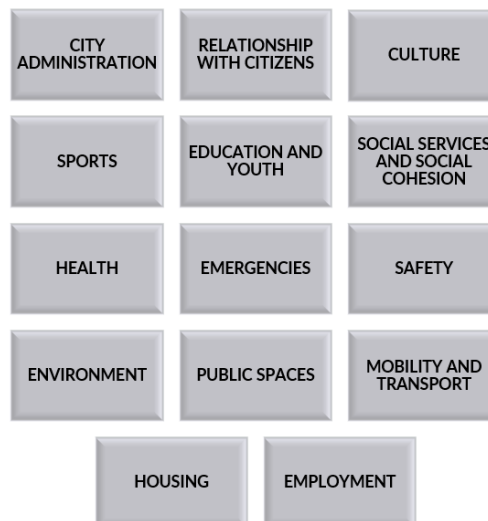


QUALITATIVE ANALYSIS

In the session of 23 December 2016, the Madrid City Council Plenary Meeting unanimously approved an agreement by which it urged the Area of Government responsible for Suggestions and Complaints to include in the Annual Report a qualitative analysis of the data on Suggestions and Complaints (hereinafter, S&Cs) identifying the areas for improvement in relation to those issues most demanded by the people of Madrid. This agreement meant the 2016 Annual Report would include a specific section dedicated to a qualitative analysis of all the S&Cs received during the year in question. This section offers municipal and political leaders a valuable tool for clearly identifying local areas requiring improvement. From this analysis it will be possible to clearly see the value of municipal services, the way in which they were provided and, fundamentally, the effectiveness of public policies applied during 2020 in the different areas of activity that most affect the citizens of Madrid. Its drafting contributes and serves to improve the actions, programmes and plans that have been implemented in the different municipal services.

A. General S&C

With regard to suggestions, complaints and congratulatory messages of a general nature, the diagram below shows the AREAS OF ACTIVITY identified for the analysis of the principal aspects of the city on which citizens have submitted entries into the S&C System:



5. CITY ADMINISTRATION

S&Cs classified within the City Administration area constitute 1% of those processed by the Management Units.

The block of analysis identified within this area corresponds to the general political assessments that citizens have made of municipal management and it also includes a specific series of reiterated issues that are of interest for the citizens, who want their requests to be known by the municipal administrators and, in many cases, by the mayor.

Therefore, these are issues that, due to their general nature, either transcend the sphere of competence of a single government area or are transversal decisions that affect various bodies.

The principal unit responsible for the management and processing of the S&Cs received in this area of activity is the Mayor's Office.

In 2021, requests refer to a specific series of reiterated issues that are of interest for the citizens, who want their requests to be known by the municipal administrators and, in many cases, by the mayor.

These issues can be grouped into the following sections:

- The issue that caused the largest number of complaints refers to the consequences of storm Filomena, which replaces in first place the management of the health crisis caused by Covid-19, which in 2020 accounted for approximately 60% of the claims received. Thus, in 2021, 50% of the S&Cs are directly related to storm Filomena, its management and its consequences, which accounts for more than half of the responses. Most were claims for the non-opening of schools in the days following the intense snowfalls and for the refusal of the Madrid City Council (unlike other councils) to issue proof of how travel to the workplace was impossible due to the blocked streets and roads, as well as the delay in cleaning the public spaces.
- The volume of the rest of issues, compared to those indicated previously, is very low. Nevertheless, the S&Cs on the following issues must be highlighted:
 - Those related to the health crisis caused by Covid-19, which, on the one hand, allude to the need to pedestrianise more streets at weekends, in particular Avenida Menéndez Pelayo, and, on the other, mention non-compliance or request athletes' compulsory use of masks in public spaces.
 - The advertising of the "Bacanal" cabaret show during Christmas last year: which brought S&Cs into the System from citizens who felt offended by its content.
 - Presence of flags in public spaces: still have a place in 2021. Most requests referred to the need to change some flags due to deterioration or to the introduction of flags in certain places
 - Celebration of major events: this matter also brought S&Cs into the system, in particular of annoyance at the noise and dirt that these events produce (Mad Beach and the, often spontaneous, gatherings for the celebration of LGBTI Pride).
 - Canine excrements on public roads: most suggest that a file with pets' DNA be set up to identify owners in the event of non-compliance with the obligation to pick up the faeces.
 - Christmas events: compliments were submitted to the System Those that allude to the nativity scenes, the Christmas Parade, the Christmas lighting in the city, etc. stand out.
 - Requests related to the application of the Spanish Law on Historical Memory (Law 52/2007 of 26 December), although they were present in the System, it must be pointed out that these requests decreased compared to previous years. They generally refer to the reversal of the changes of names made in the previous legislature, or removal of Francoist symbols on façades of buildings built during Francoism.

Other minor issues in terms of the number of suggestions or complaints are opinions for and against paying homage to the writer Almudena Grandes, about the power outages in Cañada Real, or for and against extending the expansion of terraces in public spaces.

6. RELATIONSHIP WITH THE CITIZENS

In 2021, S&Cs classified within the "Relationship with Citizens" area comprise 8% of those handled by the Management Units.

The analysis of this area of activity is divided into the following blocks:

1. **Citizen Services**
2. **Electronic administration**
3. **Citizen participation**
4. **Transparency**

Analysis of the S&Cs received in 2021 that fall within this area of activity allows us to point out the following most relevant aspects:

1. Citizen Services

All Public Administrations, and particularly local, have their *raison d'être* in serving citizens and interacting with them, and all their resources and units are ultimately devoted to this, whether or not they have direct dealings with the public. But those strictly understood as citizen service are much more specific. Madrid City Council provides them through Línea Madrid - 010, Citizen Services Offices, and the Suggestions and Complaints System.

1.1. Telephone 010 – the majority of complaints were due to waiting time and saturation (the difficulty of them “picking up the phone”), though 18% down on 2020, when the closure of the OACs (and other municipal offices) during the first months of the pandemic made 010 the main and almost only resource for citizens to carry out their municipal procedures, given that most lacked a digital certificate to do so at the e-Office.

The other two issues for which 010 received more complaints were improper treatment and notices. In this regard, it should be clarified that 010 is one of the channels (along with the Avisos Madrid app and website) through which citizens can send a notice or report an incident related to the city, but the computer application that supports registration and consultation of these notices has long suffered from technological incidents, which make it difficult to provide an agile and correct service.

1.2. Website – Analysis of S&Cs relating to the website indicates that most of these refer to its poor functioning, the difficulty of finding certain information on the site, incorrect information (mainly, wrong telephone numbers), saturation and slowness, and different technical issues at registering documentation.

1.3. Social Networks – regarding this service, the S&Cs received principally refer to:

- Disagreement with the attention received on Twitter.
- Complaints regarding lack of response or erroneous information relating to services or procedures.

1.4. On-line chat – complaints have been received regarding its operation in general, about the visualisation (colours that make it difficult to read), about the attention received through the service (unfinished conversations, use of unpersonalised responses, non-resolution of what was raised, etc.) and for providing incorrect information to service users.

1.5. AVISOS-MADRID app – The Madrid City Council Incidents and Notifications app (AVISOS-MADRID) received complaints and suggestions referring to the following issues:

- Incorrect communications to citizens.
- Suggestions on improving the notices, particularly with regard to the location of incidents, inclusion of reference numbers in the recording of notices and indication of the measures taken to resolve them.
- General complaints about malfunctions, with the consequent difficulties in reporting incidents: password recovery, description field, map, locations, slow service, compatibility with some versions of Android, etc.
- Unavailability of the service at certain specific points.
- Complaints that citizen communication messages are incomprehensible or give rise to misinterpretation. Citizens complaint that the information provided is not clear and they receive many irrelevant communication messages.

1.6. Citizens' Advice Bureaux – Analysis of the S&Cs received in the various Citizens' Advice Bureaux allows us to establish the following reasons for complaints and suggestions:

- Complaints due to lack of assistance.
- Cancellation of appoints that were not notified to the citizens.
- Complaints regarding delays and handling of appointments.
- Complaints due to lack of appointments to carry out procedures.
- Excessive waiting time for the appointments.
- Discomfort due to closure of offices without noticing users with appointments.
- Dissatisfaction with attention and treatment by staff.
- Complaints for not having an accessibility system with sign language interpreters.
- Deficient functioning of IT systems.
- Incorrect information.
- Suggestions regarding the equipment and furniture (installation of benches).
- Suggestions to extend the opening times and the staff.

It should also be pointed out that approximately 25% of the S&Cs have been compliments for the service provided, attention received and resolution of procedures and formalities.

1.7. In-person registration – the principal reasons for complaints received in 2021 were:

- Complaints about the lack of attention to carry out the procedure previously requested.
- Excessive waiting times that people have had to wait for formalities to be completed.
- Complaints about the management of appointments system.
- Suggestions to extend the opening times of the registry.

1.8. Suggestions and Complaints System – In 2021 approximately 30 request were made, which were processed by the Directorate General for Transparency and Quality. The principal motives for citizen suggestions and complaints received by the S&C System were as follows:

- Difficulties and errors with the filling in the location field online, 26% of the total. In this group, on the one hand, there are complaints that refer to errors in the form (the on-line form drop-downs in the specific location section were not displayed and the fields could not be filled in), complaints about difficulties in completing the specific location fields with certain addresses.
- Difficulties with the Captcha code. Complaints or suggestions to suppression of the Captcha code system.
- Impossibility to have access to the response. This issue is also common regarding the S&Cs System complaints. Citizens, not fully understanding the instructions for consulting the response, fail to enter the identification data required and cannot access it.
- Complaints about the allocation process. In these cases, citizens manifest their discomfort when their S&C is addressed to the mayor, to a councillor or to a management body, and it is managed by the municipal unit responsible for that matter.
- “Subject” drop-down in the website on-line form. The main reasons for complaint refer to the inclusion of new issues or topics in the drop-down.
- Errors with the presentation online form.
- Complaint for non-receipt of the e-mail acknowledging receipt of the submitted S&C.

Compliments for the service, attention and interest in rectifying shortcomings should also be noted.

1.9. Municipal Register - In 2021, approximately 600 S&Cs were received on the Municipal Register, which were processed by the General Directorate of Contracting and Services, specifically the General Sub-directorate of Statistics (since it is the municipal unit responsible for the service), and by the General Directorate of Citizen Service (the service effectively providing it, since registration can only be done in person at its Citizen Services Offices [OAC]).

Many of these S&Cs are complaints about having been discharged due to improper registry or having received bad information about the process. Most of them are due to the difficulties related to the registration in the census. Difficulties due to the requirements established in the current state regulations to prove the identity, address or representation of minors, but, above all, to the lack of Registry appointments at the Citizen Services Offices (almost 34% of all S&Cs on the Municipal Register are for this reason).

The reduction in the number of appointments offered is due to the new form of organisation (in which all services, including information and registration, are provided exclusively by appointment) implemented in the Citizen Services Offices after their reopening on 8 June 2020 (after having been closed to the public due to the pandemic) and which was maintained throughout 2021 in accordance with the established health and safety measures recommended by the authorities to combat the transmission of COVID-19. The situation worsened during the last quarter of 2021, as a result of the implementation of a new appointment application in most municipal offices and services (including the Citizen Services Offices -OAC-), as there were specific computer incidents (many of the S&Cs on Register expressly refer to this issue) that further reduced agenda availability, to which the need for staff to familiarise themselves with the new application must be added. Personnel who, on the other hand, were not 100% available at the end of the year, among other things because the OAC staff were also affected by temporary leave due to Covid-19.

All this resulted in long delays in registering, with the serious harm that this entails, especially when it is a procedure that can only be done by appointment and in person. For this reason, many S&Cs demand that the number of these appointments be increased and many others that registration, cancellation and change of address in the Register be processed electronically, or with a digital certificate (like so many other procedures in all Public Administrations), or using the electronic form that was made

available to citizens in the most acute episode of the pandemic (specifically on 24 March 2020) and which ceased to be operational on 16 September of that same year.

Another important set of S&Cs on the Register refers to problems in obtaining registration certificates, both in person (due to the already mentioned lack of appointments) and due to technical incidents in My Folder (which is accessed through electronic identification) or in the forms posted on the e-Office. There are also many complaints about the delay in receiving the registration certificates requested through these forms from the e-Office or from the Madrid Line 010 telephone number by post.

2. Electronic administration

The main causes of the complaints are failures of the different services of the e-Office and the Registry necessary for presenting applications and performing procedures, as well as the difficulties with the identification and signature systems, the annotations of the electronic registry and the lack of awareness or use of identification systems. In many cases, requests are about information requests or technical support.

Regarding the system failures, most of them are classified as ID malfunctioning by the users. The truth is that the errors are validated by Cl@ve, but are shown within the Council system and although a message is included to consult the Cl@ve services, users complain to the Council. Other requests refer to the application form for the installation of containers on public roads, which was unstable, related to the payment that is included in the process itself before submission to the Register. Finally, roughly forty allude to faults inherent to the Council's connection, communications and systems and unavailability due to scheduled stops or widespread outages.

Some 50 complaints were submitted about the functioning of the Electronic Registry, which refer to the functioning, access, consultation by representatives, postal notification, etc. In many cases they could be classified as requests for information on the operation of the system.

Deeply analysing each one of the services, the following information can be extracted:

2.1. Electronic record – The main reasons for claims were failures in the connection with the electronic file for which annotations were made without the attached documentation or the annotation was prevented, the unavailability of the service, the emission of errors citizens were unable to understand, difficulties in uploading attached files, blockage of the computer system, inconvenience due to the time involved in the presentation, and error in the registry consultation service.

2.2. e-Office – The most frequent reasons for suggestions and complaints were:

- Application error in data processing or sequence of operations.
- Incidents in the password user identification system.
- Technical incidents with certificates and electronic signature.
- Complaints for difficulties with administrative processing.
- Problems of use in the electronic identification of public systems (Cl@ve, DNle, etc.).
- General errors of the applications.
- Unavailability of the service due to a general interruption of the e-Office service.
- Failures and incidents in the payment system.
- Links (or options) of erroneous operation in procedures.
- Problems in the use of electronic signature.
- Options not available in the service.

This year, we must stress the number of claims referring to postal notification delivery services (12.4%) (certified with acknowledgement of receipt) expressing deficiencies in the execution of the service by the service provider.

Regarding forms as a reason for complaint, this includes failures and errors of a general nature due to the generation and recovery of drafts and the processing of specific data from different forms, such as interactions with platform information systems or service support (City Database, Local Census, Cl@ve, Electronic Signature, DGT Exchanges, etc.) to validate the data that the completion of the forms requires.

3. Citizen participation

Over the course of 2021 the principal reasons for submission can be grouped as follows:

- Incidents and operation of the website Decide.Madrid
- Incidents with the website of the Municipal Census of Citizen Entities and Groups
- Participatory Budgets
- Citizen Queries - Public Audience

The analysis of the S&Cs received makes it possible to point out that the Decide Madrid website was the main channel for participation in citizen participation processes and, therefore, the incidents and the functioning of the web was one of the main reasons for S&Cs in 2021, together with the incidents on the website of the Municipal Census of Citizen Entities and Groups. Nevertheless, they had a notable decrease compared to 2019 and 2020.

In most cases they are requests from users requesting unsubscribing of notifications and problems with account verification, which were resolved by the technical staff of the General Directorate of Citizen Participation.

On the other hand, the launch in 2021 of the email incidencesdm@madrid.es gave users a quicker service for the resolution of incidents of people participating in the platform processes, providing a direct way to present problems on it, without the need to resort to other systems.

Other claims referred to complaints about lack of confidence on the part of the citizens in the Decide Madrid public consultations, having responded informing of the principles of neutrality, legality and transparency in which these public consultations are made in Decide Madrid, providing said consultations with legal certainty.

In relation to the S&Cs received on Participatory Budgets, the Mayor, by Decree of 17 September 2021, agreed to convene a public hearing on participatory budgets for the establishment by citizens of spending priorities for part of the municipal budgets for years 2023 and 2024, prior to the preparation of Madrid City Council General Budget Project, and concerning this process, two claims were received that were answered in accordance with the new Guidelines governing the process for the development of the participatory budgets approved by Agreement of 24 June 2021 of the Madrid City Governing Board. The other claim was about the execution of projects from previous calls.

Suggestions were also received regarding projects that were not winners in previous calls for participatory budgets.

On the other hand, of those requests that entered the System related to incidents with the Municipal Census of Citizen Entities and Groups website, they were due to requests from entities requesting modifications or deletions of personal data or registered office published in the Associative Space, to incidents on the *madrid.es* website regarding the completion and electronic submission of forms related to different procedures of the Municipal Census of Citizen Entities and Groups.

Finally, requests were received on district participation bodies, requesting their suspension for health reasons and the transfer of property to citizen entities.

4. Transparency

During 2021, the main reasons for sending requests to the transparency are include:

Transparency Portal: unpublished content (for example, Instruction 1/2018, on the Organisation of care in the Social Services Centres of Madrid City Council), lack of data updating (for example, the degree of fulfilment of cleaning, maintenance and upkeep of green areas) and the response time of the S&Cs submitted on Portal content.

Open Data Portal: complaints about errors in information on sports facilities, on the data of motorcycle reservations, on the information published on the health situation of the pandemic, specifically some error in the basic health areas, suggestions for increased frequency in the updating of motorcycle parking reservations and of the information of the data on "energy consumption in municipal buildings"

and improvements in the visualisation of the "bike parking" and "motorcycle parking" map and the "Mechanical traction vehicle tax (IVTM): vehicle register".

7. CULTURE

S&Cs classified within the Culture area of activity make up 2% of the total number of S&Cs processed by the Management Units. The blocks on which the study of S&Cs is carried out allow the degree of impact and efficiency of the provision of municipal resources in the field of culture to be ascertained:

1. **Activities, programming and cultural offerings**
2. **Libraries**
3. **Other culture-related infrastructures**

Analysis of the identified blocks allows us to point to the following more relevant aspects:

1. **Activities, programming and cultural offerings**

1.1. Activities in District Cultural Centres – although the health situation improved during 2021, the truth is that the pandemic conditioned the activity and the provision of services from the Districts. This meant a significant effort to adapt to changing situations and to the conditions and requirements established by the health authorities, which on many occasions affected the provision of services, as is the case of cultural centres.

The main issues for submission are related to the programming and development of the activities and workshops (requests for new activities, delays and cancellations, the attitude and competence of the teaching staff or the handling of substitutions), the telematic procedures for registering for the activities, the procedures for allocating places on courses and workshops, and temporary closures due to maintenance and conservation works.

In addition to the general issues indicated above, the analysis by each of the adhered Districts and Cultural Centres³ provides a better breakdown of the reasons for complaints or suggestions that led to the presentation of S&Cs:

In the Arganzuela District, they received a S&Cs on the Centro Dotacional Integrado and Casa del Reloj cultural centres.

In relation to the Centro Dotacional Integrado Cultural Centre, S&C analysis allows the reasons for presentation to be grouped into: closure of the centre without the users knowing the reasons for it, attention and treatment received from the staff, suggestions for new activities, for the cultural programming on offer and for the start date of the workshops.

At the Casa del Reloj Cultural Centre, the requests received refer to: suggestions on the possibility of continuing classes on-line and for the computer problems that occurred in the process of registering for activities and, finally, several congratulations to the teacher who gave the computer workshop.

The large number of congratulations received in this Centre should also be highlighted, especially for the computer workshop.

The Barajas District received requests for the Teresa de Calcuta Sociocultural Centre, the Villa de Barajas Centre and the Gloria Fuertes Centre. The theme that stands out among the S&Cs, approximately 50%, was the different measures adopted due to the Covid-19 pandemic, especially the decrease in classroom capacity, which, logically, had an impact on the number of places available in the activities offered. On the other hand, in relation to the Study Room on Calle Pilares, the main reasons for complaint are related to the opening hours, which were limited to the mornings.

³ Only those Cultural Centres that received a significant number of S&Cs have been included.

In Carabanchel District many centres received S&Cs in 2021. The largest number of claims come from the Oporto Cultural Centre, the García Lorca Cultural Centre, the Lázaro Carreter Cultural Centre and the San Francisco-La Prensa Cultural Centre. Complaints can be grouped into three different categories:

- Disagreements with the people giving the workshops. Some refer to the way of teaching the subjects and others are related to the attitude of the teaching staff in the classes.
- The operation of the platform that managed the enrolment and payment of workshop fees.
- The upkeep and maintenance of the Centres that have caused interferences and dysfunctions in the activities.
- The material used in the workshops, mainly those related to the state of the computers or IT equipment.

Finally, those requests relating to requests for a refund of the proportional part of the amount paid for the workshop classes not given due to the works at the San Francisco-La Prensa Cultural Centre.

In the Centro District, complaints were received mainly at the Clara del Rey Centre, although they were also made, albeit to a lesser extent, to the Lavapiés and Puerta de Toledo Centres.

In relation to the first, the main reasons for complaint were related to the beginning of the works in the centre in July 2021 for the expansion of the El Duende Nursery School. This situation brought requests related to lack of information on when enrolment for workshops would be possible, the beginning of classes, about the new location of the Centre and, finally, about the distribution of the workshops between the Puerta de Toledo Cultural Centre and the Annette Cabelli Space.

The requests made to the Lavapiés Sociocultural Centre refer to the impossibility of registering as a result of computer problems. Puerta de Toledo Centre received S&Cs referring to the lack of information and the lack of telephone attention.

In the Chamartín District, claims on this subject constitute the third reason for all those presented in the District. They especially include incidents related to the telematic management of the workshops given in these Centres and those derived from the pandemic, which continued to affect the operation of the workshops and other activities. Specifically, in the Nicolás Salmerón Centre the S&Cs refer to the lack of air conditioning and comfort in the development of activities (cold), to upkeep and maintenance problems in the dance class and to the telephone service. For its part, the Luis Gonzaga Sociocultural Centre received requests about the system for allocating places in the French language activity, due to the lack of application of the safety regulations due to Covid-19 and the treatment received by the staff.

In the Chamberí District, the Galileo Cultural Centre received complaints regarding the number of places offered for certain activities, poor telephone service, the closing of toilets, waiting time for the study room and the reduced capacity on each of the shifts due to the Covid-19 restrictions, the elimination of some activities from the programme and the operation of the application for workshop registry.

The S&Cs received in the **Ciudad Lineal District** were basically distributed between the Príncipe de Asturias Cultural Centre and the San Juan Bautista Cultural Centre. In the first, S&Cs were received that refer to deficiencies in the material used for the development of the workshops, to the lack of comfort and air conditioning in some classes and to specific difficulties in registering. Finally, it is worth highlighting the congratulations to the teachers who gave the drawing classes. Regarding the San Juan Bautista Cultural Centre, the S&Cs that entered the System refer to the elimination of some workshops from the programme, to the lack of comfort and air conditioning in the drawing workshop and, finally, to the number of places offered.

The Fuencarral-El Pardo District received S&Cs on the health pandemic situation and to the planning and scheduling of classes and the proposal of new activities.

Specifically, at the Alfredo Kraus Cultural Centre, the main reasons for complaint refer to the closure of the study room and the lack of professionalism of some of the teachers. General congratulations were also received for the organisation of the different activities and workshops developed at the Centre.

At the Rafael de León Cultural Centre, almost all the requests received were suggestions on the on-line teaching of some activities, such as the dance course.

At the La Vaguada Cultural Centre, the S&Cs received refer mainly to the limited number of places for some activities and workshops.

At the Valverde Cultural Centre, S&Cs were received on the piano classes: timetables, smaller number of classes, defective material and lack of places.

At the Montecarmelo Socio-Cultural Centre, the requests refer to the closure of the study room and the elimination of some activities from the programme (for example, dancing in pairs).

In the Hortaleza District, S&Cs were received in the different adhered Centres. Firstly, at the Carril del Conde Cultural Centre, requests were received referring to the malfunctioning of the air conditioning and the difficulties in obtaining subscriptions to register for the gymnastics activity. It is especially noteworthy that half of the S&Cs received in this Centre were congratulations that show recognition of the attention received from the workers.

Requests were sent to the Sanchinarro Cultural Centre showing disagreement with the ventilation and temperature of the Study Room and with its capacity and also with the cleaning service, requesting that the wet floor signs be removed.

Regarding the Hortaleza Cultural Centre, the S&Cs that have entered the System indicate the poor functioning of the air conditioning in the study room.

The Federico Chueca Cultural Centre has received a small number of S&Cs that refer to an error on the website, lack of staff and a shortage of material in the dressmaking classes.

Finally, in the Motilla del Palancar study room the requests refer to the preference given to those users who had not made use of it in the morning and afternoon turns.

In the Latina District, the main requests entering the S&Cs System refer to the measures adopted in the Centres as a consequence of the Covid-19 pandemic, that is, the capacity limitations in the workshops and shows, the impossibility of access to the centre activities because they were in confinement areas that they could not access because they were not residents and also the disagreement with the preventive measures implemented in the Centres. Furthermore, claims were filed regarding the auxiliary personnel who work in some of the reading rooms and for non-compliance with the regulations established for said rooms, especially in relation to opening and closing hours. Specific complaints were also received about the treatment received from the staff of some centres, problems registering on-line for services and, finally, some maintenance problem in the facilities (heating, air conditioning, etc.).

Breaking down the requests made in each Centre, in the Fernando de los Ríos Cultural Centre the S&Cs refer to the modification or cancellation of some of the activities, to the deficient information provided to the users, to suggestions of on-line classes (specifically on painting) and the failure of the heating.

At the Miguel Hernández Cultural Centre, at the Almirante Churruca Sociocultural Centre, at the Latina Sociocultural Centre and at the El Greco Cultural Centre, the complaints came mainly due to disagreements with the different measures established for Covid-19.

Finally, in the San José de Calasanz Cultural Centre the complaints were made for the paperwork and administrative procedures.

In the Moncloa-Aravaca District, the requests were related to the programming of the workshops, to the teaching staff, to the non-opening of the study rooms on Sundays and to the fulfilment of the Covid-19 measures.

The Julio Cortázar Cultural Centre received requests related to difficulties in making on-line bookings/appointments in the study room, due to the programming of workshops and activities established for the Centre, suggestions and requests for the opening of the study room on Sundays and holidays and on the opening of the study room on Sundays.

The Aravaca Cultural Centre presents S&Cs that refer to the abolition of the afternoon turn in the painting workshops, to difficulties and incidents in the enrolment process and to changes in the schedule in the Tai chi activity.

In the Moratalaz District, requests were sent for El Torito Cultural Centre that refer to the system for awarding vacant places in workshops in the month of September and the delay in the start of ceramics and sculpture workshop classes due to lack of materials.

The Eduardo Chillida Cultural Centre received complaints about the lack of free places in the workshops, about the delay in the start of yoga classes due to lack of teachers and in bookbinding classes due to lack of the necessary material and, finally, for the closure of the toilets in the centres due to the pandemic.

Finally, requests were received in the System that refer to the August closure of the study room of the Moratalaz Sociocultural Centre

In the Puente de Vallecas District, in the Alberto Sánchez Sociocultural Centre, the analysis of the complaints and suggestions presented reveals classes not taught, incidents with the teacher of the German workshop, adequate information on pre-enrolment in the ceramics workshop and the poor heating.

In the Talleres de Creatividad Sociocultural Centre, the requests refer to erroneous information on the web and the poor functioning of the workshop enrolment platform.

At the Pozo del Tío Raimundo Cultural Centre, the complaints refer to the lack of supply in the toilets and the poor lighting of the auditorium.

At the Lope de Vega Cultural Centre, the S&Cs refer to the lack of maintenance in some windows, to complaints about the treatment and attention of the information staff, to the need to repair the perimeter fence, to the maintenance of the gardens, to the suspension of classes in the "In Shape with Hypopressives" workshop, to the schedule changes in some activities, to the general operation of the workshops and, finally, to the closing time of the Centre.

In the Retiro District, the complaints received by the Las Californias Cultural Centre stand out, referring to the reopening of the study rooms and the lack of comfort (cold) due to the need to ventilate the space as a consequence of the application of the Covid-19 protocol and to the disagreement with the organisation and the activities carried out in this Centre.

At the Clara Campoamor Cultural Centre, most letters were motivated by particular opinions on how the workshops and rooms of the centres should be organised and by disagreement with municipal regulations and the application of Covid-19 protocols (room closures, capacity restriction, ventilation, etc.). Some requests were also received about the inappropriate treatment by some worker in the study rooms and congratulations on the reopening and operation of the rooms.

At the Casa de Vacas Cultural Centre, the S&Cs refer to the organisation of the delivery of theatre tickets and congratulations for the kindness of the staff and the cleanliness of the Centre.

Finally, at the Ibiza Cultural Centre the requests refer to the closure of the facilities due to storm Filomena and the disagreement with the organisation of the cultural workshops.

In the Salamanca District, most of the suggestions and claims were related to the time in the procedures and the need to adjust the development of the workshops due to unexpected situations.

Specifically, in the Rafael Altamira Cultural Centre, the S&Cs refer to the difficulty of procedures for refunding for courses given and not taken and the failure of the study room to open to the public.

In the Buenavista Cultural Centre, the requests refer to complaints about the closure of the Centre due to remodelling works, about the time elapsed in refunding course fees, about the suspension of classes as a result of storm Filomena, considering that the preventive measures are insufficient and, finally, due to the poor functioning of the workshop enrolment platform.

At the Maestro Alonso Cultural Centre (comprehensive management) there were S&Cs related to fee reimbursement due to errors in the course enrolment platform and the closure of the Centre's study room.

In the San Blas-Canillejas District, the complaints focus on the recovery of the activity of the workshops. Specifically, at the Antonio Machado Cultural Centre, the requests refer to the closure as a result of storm Filomena, due to the lack of adequate air conditioning (cold) in the rooms where the workshops are held and in the offer of courses during afternoon hours.

At the José Luis López Vázquez Cultural Centre, the S&Cs refer to the need to open the study rooms on Saturday afternoons and to the problem of insufficient capacity.

Finally, at the Antonio Machado Cultural Centre, the requests indicate that there is inadequate air conditioning in the classes and the difficulty of requesting places in computer applications.

In the Tetuán District, the Eduardo Úrculo Cultural Centre received requests that refer to the awkwardness of the procedure established for the distribution of tickets for the shows held in the auditorium. Complaints were also received at the Tetuán Cultural Centre referring to the discomfort due to the change of contractor for the development of the workshops. Finally, the largest number of complaints were concentrated on the Luis Garcia Berlanga Reading Room, alluding to the smaller capacity due to the Covid-19 protocols and the poor functioning of the room's heating.

The Usera District has barely received S&Cs related to this analysis block. However, those of the Usera-Aula II Cultural Centre can be mentioned, which refer to the regulations for admission to the workshops and suggestions for opening new groups in the ceramics workshop.

The Vicálvaro District did not receive many S&Cs related to this matter either. In any case, it can be mentioned that in the El Madroño Cultural Centre, those presented refer to the undue collection of a workshop fee and suggestions about reserving places for afternoon turns. There is also some request in the Valdebernardo Cultural Centre that refers to the prohibition of access to the Centre if no activity is done, to the closure of the study rooms and to the non-opening of the changing rooms.

In the Villa de Vallecas District, the Zazuar Cultural Centre received S&Cs related to the cancellation of classes and activities, to the lack of information or the incorrect or deficient way to get the vacant places, to the long wait for electronic enrolment, the processing of a

request for a refund of paid prices, the schedule established for the photography workshop and, finally, about the capacity established in the activities as a result of the pandemic.

For its part, in the Francisco Fatóu Sociocultural Centre, the requests received mention discomfort for not respecting the capacity established in the sports dance workshop, for the small number of places in some activities and the lack of professionalism of the photography workshop teacher.

The Villaverde District received S&Cs related to this analysis block referring, in the case of Los Rosales Cultural Centre, to the suspension of classes as a result of the pandemic, the elimination of activities in the programming and the suspension of the end-of-course exhibition/festival of the dance activities. For its part, in the Bohemios Sociocultural Centre, the System requests allude to the limited supply of places and groups in some workshops as a result of the pandemic and to on-line difficulties in registering. Finally, regarding the Santa Petronila Sociocultural Centre, the S&Cs allude to the elimination of the Zumba workshop and the smaller number of places in the activities.

1.2. Open air activities – The main issues raised by the public regarding outdoor cultural activities in 2021 related to the following:

- Discomfort caused by noise during theatre performances and other outdoor activities.
- Complaints about the holding of different activities and parties, understanding that the pandemic still has a great impact on the population.
- Complaints related to the celebration of street festivities: due to the lack of security and COVID-19 prevention measures, the nuisance caused by traffic diversions and the noise, dirt and waste that these festivities generate.

Within this block, mention should be made of the S&Cs referring to the “Pasea Madrid” guided tour programme. Most of the requests received in the System refer to incidents with the booking computer system as a result of failures occurring in opening enrolment for the first season of the visit programme. Along with these, there are also those claims and suggestions that refer to the scarcity of the number of places offered, to various incidents on the visits, to suggestions about itineraries, timetables and improvements to the visits and, finally, requests about the start-up of other non-electronic enrolment systems.

1.3. Cultural offering - This section analyses S&C received by the Directorate General for Cultural Programmes and Activities, the municipal unit responsible for coordinating the promotion of culture in its different areas and artistic disciplines as well as programmes or actions that enhance and encourage citizens' access to culture. However, it should be pointed out that, with the exception of those activities and programmes during Easter Week or the Almudena Concert which are handled directly by this unit, the remaining cultural activities are organised and coordinated by the entity Madrid Destino, Cultura, Turismo y Negocio S.A., which, as indicated above, has its own suggestions and complaints mechanism.

Regarding the cultural offer analysis block, the study of the S&Cs presented by the citizens referring to the Municipal Symphonic Band, specifically about the suspension of a concert in June due to the weather conditions that forced the closure of the Parque del Retiro, the suspension of all outdoor activities and the suspension of another concert in July due to the fact that several members of the Symphonic Band had tested positive for Covid-19 the day before and, finally, a small group of requests refer to technical difficulties in purchasing tickets on-line.

2. Libraries

The General Directorate for Libraries, Archives and Museums manages a network of 46 centres, whose work is a fundamental axis in the cultural activity of Madrid Council with free services that are in high demand and receive a large number of visitors, although it was significantly reduced in 2021 as a consequence of the pandemic and the Covid-19 lockdown measures. This is reflected in the number of S&Cs submitted by the public.

The analysis of the S&C received on the Libraries is carried out by establishing a distinction between the general Public Libraries and those that the Directorate General for Libraries, Archives and Museums calls Specialised Libraries; these being understood as groups of centres including the Municipal Historical Library, the Victor Espinós Music Library, the Madrid Memory Digital Library, the Technical Library, the Municipal Newspaper Library, the Artes del Libro Municipal Printer and the La Villa Archive.

With regard to Public Libraries in general- around 330 S&C were received in 2021 It is noteworthy that despite the gradual recovery of normality after the worst of the Covid-19 pandemic, a large part of them are related to the measures approved at all times to adapt spaces and services to the health situation. It stands out that there are more than 50 S&Cs and about 30 related to the method of teaching activities and workshops.

From the analysis by centres, the centre with the most suggestions and complaints is the Eugenio Trías Library, followed by the María Lejárraga Library, and the Municipal Newspaper Library received the most congratulations. It should also be mentioned that the La Elipa Library received no S&Cs, despite the fact that it is not the one with the fewest visitors.

Based on the analysis of the S&Cs received during 2021, these can be grouped into the following categories:

- Facilities: incidents relating air conditioning and comfort as well as various issues relating to building maintenance.
- Appointments in reading rooms⁴: referring to the misuse by some users of the appointment bookings service, to wit they booked and then did not attend.
- Closures: an important part were caused by the closure of the Libraries during storm Filomena, by staff sick leave due to Covid-19 infection and, in the specific case of the closures of the Eugenio Trías and David Gistau Libraries due to the weather alerts that affected the Parque del Retiro throughout the year and the closure due to remodelling works at the Buenavista Cultural Centre, respectively.
- Activities and workshops: after Order 1244/2021 of 1 October, of the Ministry of Health of the Community of Madrid, the activities and workshops in the Libraries were once again face-to-face, which generated various complaints.
- Reading room: a significant part of the requests received referred to the smaller capacity as a result of the pandemic.
- Opening times: requests for extension.
- Treatment received: by the staff of the different centres.

The detailed study of the Libraries that is included below focuses exclusively on those that received more than 10 S&Cs in 2021:

The Eugenio Trías Library received complaints due to the impossibility of returning borrowed books as a result of the various closures that occurred in the Parque del Retiro (Filomena, strong winds, etc.), maintenance tasks, the appointment system, the closure of the toilets and failures in the heating system.

Requests were received at the María Lejárraga Library that referred to the appointment system, to the closure of the facilities as a result of storm Filomena, to the weekend closures, specific incidents of information about timetables on the web and the treatment received from some of the workers.

At the Ángel González Library, the requests received refer to the lack of comfort and air conditioning in the Centre, to delays in opening hours, to the delay in reopening after storm Filomena and, finally, to the treatment received from some worker of the centre.

⁴ This service was implemented in 2020 after the reopening due to the pandemic and in response to the new needs for prevention and health security

In the Buenavista Library, the S&Cs received allude to the need to open the Centre on weekends, to the lack of information on the duration of the maintenance and upkeep works and, finally, to the closure of the Centre.

For their part, the Specialised Libraries – have received S&Cs during 2021 for the following reasons:

- Víctor Espinós Library: it received congratulations regarding the recognition of the work of the library, the services it provides, the treatment by the staff serving in this Centre and, finally, for its adaptation in times of pandemic to continue serving.
- Archivo de la Villa: the complaints received basically refer to the excessive response time to the requests made. The number of congratulations received in this Centre for its work and the provision of the service stands out.
- Municipal newspaper library: a complaint was received about the reprography service for non-compliance with a telematic service and 14 congratulations for the attention received, the help provided, the work done by all the staff of the newspaper library and for the development and content of different cultural workshops.

The Digital Library, the Historical Library and the Technical Library did not receive requests in 2021.

3. Other culture-related infrastructures

This section analyses the S&Cs received about municipal museums and municipal monuments.

Museums - the issues raised were very varied and their content can be summarised under the following headings:

- Opening times: access and waiting time at the Temple of Debod and the opening times of the Castillo de la Alameda.
- Treatment received from the staff: in some cases it has been related to the restrictions of the COVID-19 pandemic, for example: the Temple of Debod or the History Museum.
- Access to the facilities: difficulty in selling tickets on the Planetarium website and complaints about the model of León Gil de Palacio not being available as it is in the process of being restored.
- Problems derived from the Covid-19 health restrictions: most requests submitted refer to the limitations in the capacity of the Museums, requesting that the number of people per group be increased. Along the same lines, other requests refer to the resumption of children's activities and workshops at the Planetarium.
- Facilities: some of the S&Cs refer to the facilities' state of upkeep, generally as a result of vandalism (Templo de Debod and Planetarium).

Monuments and cultural infrastructures – in 2021 approximately 30 claims or suggestions related to monuments and 5 related to other cultural infrastructures were presented. A large percentage of them refer to upkeep, maintenance, cleaning and vandalism, which shows that, despite the reduction in the number of complaints, the difficulty in receiving warnings of these events through other conventional channels persists (Municipal Police, winners of the monument upkeep contract, etc.). Suggestions were also received requesting the implementation of new monuments.

8. SPORTS

S&C classified under the Sports area constituted 9% of those processed by the Management Units. Within this area of activity, the following blocks of analysis have been established:

1. **Activities, programming and sports- related offerings.**
2. **Municipal sports facilities**
3. **Sports services and promotion**

Of all S&Cs received, 83% of the total of Sports are related to the use of sports facilities. As far as sports classes and schools are concerned, which accounts for 14% of the total, the vast majority refer to the changes in the form of classes from closed to open and the inconveniences derived from the restrictions due to the pandemic, mainly complaints about disagreement with the necessary capacity limitation, the impossibility of using the showers in some sports centres, cancellations of court bookings

(tennis, padel tennis) due to confinement closures in specific areas and refunds of the amount paid for unexpected cancellations.

Also noteworthy are the complaints received due to disagreement with the mandatory use of the application or the website to reserve seats (in swimming pools, sports centres, in sports classes) and the problems arising from the use of mobile applications: incidents in receiving the QR for bookings, blocking of users, difficulties in applying discounts to the disabled through the application, impossibility of cancelling or changing the booking in the application, difficulty in accrediting a situation of unemployment in the application for reduced prices in the activities, problems reserving places for the companions of the disabled and, finally, the non-existence of a support service for problems encountered with the application.

Notwithstanding the aforementioned general issues, studying the S&Cs through the different defined analysis blocks, the following information can be obtained:

1. Activities, programming and sports- related offerings: these refer to activities and classes for the practice of physical activity and the learning and improvement of sports skills by means of different programmes. The main issues raised by the public related to the following:

- Decrease in the duration of activities and classes to carry out cleaning and disinfection between them.
- Changes in activity timetables.
- Prohibition on companions' access to the facilities during the development of activities with minors as adequate social distancing could not be maintained.
- Limitations on the capacity of activities.
- Impossibility of access to activities because the centres are in confined areas due to mobility restrictions derived from Covid-19.
- Excessive waiting time to access to the summer swimming pools as a result of the security and sanitary measures.
- Prohibition on the use of certain materials (fins, paddles) in swimming pools.
- Difficulties and errors in the new application for the on-line management of requests for both directed and open activities.
- Substitution of directed classes with a new model with open activities.
- The booking system, for both seasonal bookings and the use of sports facilities.
- The temporary closure and suppression of services
- Complaints regarding the processing of refunds of amounts paid by users.
- Disagreement with the system for renewing seasonal classes as a result of the application of COVID-19 measures.
- Disagreement with the manner in which teacher and coach substitutions are carried out: delays, etc.
- Complaints relating to changes in programming from one season to the next.

2. Municipal sports facilities: suggestions and complaints received referred, both in the Municipal Sports Centres and other sports facilities, to the state of conservation and maintenance of the facilities, to requests for new facilities and to improvements in existing equipment. By analysing the facilities by type, we found the following reasons for S&C submissions:

a. Municipal sports centres:

• **Refurbishments, improvements, repairs and facility maintenance**

- Requests for reform and improvement works.
- Complaints about the general state of conservation and maintenance of the facilities.
- Complaints about changing rooms: conditioning of water in showers, inability to use hair dryers, cleanliness, lack of furniture, etc.
- Air conditioning problems: excessive heat or cold and other installation problems.
- Swimming pools: referring to water temperature or the lack of swimming lanes.
- Lighting: improvements to court lighting.
- Temporary total or partial closures (of rooms or spaces) due to capacity restrictions as preventive health measures.
- Cleaning of the centres.

- **Personnel / organisation / service access waiting times.**
 - Excessive time in solving the problems caused by storm Filomena, producing a delay in reopening the facilities.
 - Shortage of staff at the ticket offices, mainly during the registration period or for access to the summer pools. Information provided to citizens.
 - Treatment and attention received by centre staff.

- b. Other sports facilities:
 - **Refurbishments, improvements, repairs and facility maintenance**
 - Complaints relating to state of conservation and maintenance.
 - Requests for cleaning.
 - Complaints about tracks closure.
 - Nuisance in the neighbourhood due to lighting and noise from people using the facilities.
 - **Opening times and bookings,**
 - Suggestions relating to opening and closing times.

By analysing per District, we found the following reasons for S&C submissions:

In the Arganzuela District, suggestions and complaints were received about the following Municipal Sports Centres (CDM):

At the CDM Dotacional Integrado Arganzuela they refer to the capacity restrictions on the facilities as a result of the pandemic, the poor upkeep and maintenance of the locker rooms, the opening of the padel tennis courts, the closing of the ticket offices at certain times, the lack of telephone assistance, the treatment by the ticket office staff, the lack of instructors in different activities, the organisation of the classes, the capacity restrictions in the activities, the lack of professionalism and competence of the teachers and, finally, to various incidents in the services.

The CDM La Fundi presents requests that refer to the lighting (specifically on tennis court number 2), to the difficulties in obtaining a place in different activities (for example, in bodybuilding) to the lack of maintenance and upkeep of the facilities, for the closure due to upkeep and reform work, to the non-maintenance of the Covid-19 protocols, to the lack of hot water in the showers, to the planning established for open classes, to the suspension of some activity in the morning (for example fitness and pilates) and the lack of telephone attention. On the other hand, suggestions for programming were also received, requesting the incorporation of new or the extension of the hours of existing activities.

The CDM Piscina Peñuelas presents complaints and suggestions regarding the non-functioning of the children's pool, telephone and email attention to people who request information, difficulties in acquiring tickets through the app and, finally, suggestions on the extension of the period of use of the pool.

The CDM Marqués de Samaranch received a significant number of complaints due to the implementation of the Covid protocols. The restriction on capacity, the use of a mask in sports, etc. were the central theme of many. Specifically, the closure of some services such as showers or the use of dryers generated a lot of controversy due to the inconvenience it caused to pool users. Another issue was the restriction of the accompanying public to the different sporting events and the restriction of possible uses in the pool. Also noteworthy is the number of complaints about the process of building the new tennis and padel tennis courts and the adjudication and commissioning of the tennis and padel tennis school in collaboration. Other issues that were the subject of complaints are the attention and information to the public and also the use of the APP, the generation of user names and passwords to access it and the configuration and booking mode, which had numerous bugs and incidents.

As regards the Municipal Basic Sports Facilities of the District, approximately 30 S&Cs were received, which can be classified into the following sections:

- Improvement works, reform and waiting time for accessing: they derive from the improvement project in the starting line of the BMX international circuit, which prevented the use of this facility until the work was finished.
- Maintenance and upkeep of the facilities: they refer to the state of the tracks due to vandalism, insufficient maintenance or the replacement of elements necessary for their use, such as baskets, nets, etc.
- Cleaning: generally due to the existence of graffiti from vandalism and improper use during the weekends (alcohol consumption on the tracks).
- Information on timetables, bookings, closures: on the one hand, there are complaints that derive from the existence of an agreement with a collaborating entity in the IBD Jardín Papelera Peninsular, which works in certain timetables and, on the other, complaints that refer to the facility opening and closing hours.
- Lighting: malfunctions and complaints about the lack of repair.

In the Barajas District, the CDM Barajas and the Villa de Madrid Pavilion (the two facilities are managed as a single facility) are those that have received the most suggestions and complaints, but also those that gather the largest number of congratulations related to the teaching staff and the delivery of the different activities.

Regarding the complaints and suggestions, those that refer to treatment by the staff can be highlighted because it is considered that it was not correct, the telephone service was poor, the inconvenience of having to request a new place in the pool activities after the reopening of the centres, the long period of closure of the bodybuilding room and the suspension of fitness activities and fundamentally of psychomotricity classes, the reduction in the number of places in some activities, the closure of changing rooms and bathrooms, the outdoor teaching of tennis classes and, finally, the state of upkeep of some courts (for example, the tennis courts).

In the Barajas District, S&Cs were received on the Basic Sports Facilities that can be grouped around two main issues: the first refers to lighting, either due to failures in lighting of the tracks, the timetable, etc.; and the second refers to cleaning, especially the waste left at weekends.

In the Carabanchel District, the two centres that received S&Cs are CDM Francisco Fernández Ochoa and CDM La Mina. In both, complaints regarding the state of upkeep and maintenance of the facilities are common. Going into the details of each one, in the CDM Francisco Fernández Ochoa they referred mainly to the closure due to works carried out in the swimming pool, to the suspension of classes due to the absence of the teacher, to poor attention to the public the lack of telephone attention and the treatment received and, finally, some complaints allude to non-compliance by some users with the Covid protocol. Also noteworthy are the suggestions received on the temperature taking in the facility's Covid protocol and the placement of colours at the end of the lane ropes for backstroke swimmers.

In the CDM La Mina, most requests received are related to the closure of the pool for works, to users' non-compliance with the Covid protocols, the reduction in the number of directed classes, the upkeep of the shower buttons and the incorrect operation of the air conditioning in the bodybuilding room.

In the Centro District, the two centres referred to by the S&Cs are:

In the CDM Barceló, complaints were received for the lack of control in attendee use of masks, the non-monitoring of the capacity, the incorrect treatment by the reception staff and the decrease in activities for the over 65s.

In the CDM Escuelas de San Antón, the requests allude to non-compliance with security measures and Covid protocols, the lack of professionalism on the part of the lifeguards, the expansion of swimming pool lanes for public use, the inadequate temperature of the pool water and, finally, the restrictions imposed on people of reduced mobility and users of the special sports pass.

In the Chamartín District, a significant part of the complaints were related to problems with the maintenance and cleanliness of the sports facilities. In other cases, the claims refer to the applicable regulations in sports centres in terms of access, subscriptions and timetables, the restrictions caused

by Covid-19 and the established limit on capacity. Lastly, there are also those that refer to the difficulties that users had with reserving places by telephone, on-line or in person, either due to the capacity restriction indicated above or due to the operation of the computer application.

Going into the details of the Centres attached to the Districts, the analysis allows us to indicate that:

At the CDM Chamartín, the S&Cs received refer to problems with the salubrity of the water in the swimming pool (due to a problem with the sewage treatment plant) and in the showers in the changing rooms, as well as the poor regulation of the temperature of the water in the showers (cold/hot).

At CDM Pradillo, the issues that received the most S&Cs refer to the closure of the Centre for different days for various reasons (long weekends, Easter, events, etc.), to the inconvenience caused by the booking system to use the services, to the difficulties in making bookings or cancellations of classes and facilities by electronic means, the non-compliance with security measures and protocols due to the pandemic, the elimination of swimming groups, the procedure and enrolment requirements in the swimming activity, the closure of the saunas due to the pandemic, the excessive waiting time for service at the entrance and the impossibility of contacting the Centre's staff by phone or by mail.

In the Chamberí District, there is only one municipal sports centre, the CDM Vallehermoso, which received complaints derived from the existing waiting list, the impossibility of making the free use subscription, for not applying the reduction in the price to the over 65s, users' non-compliance with the Covid-19 security protocols and, finally, citizens' perception of general poor management by the concession.

The Ciudad Lineal District has 4 Municipal Sports Centres under direct management, 4 under indirect management and 28 Basic Sports Facilities. In general, two aspects can be cited that have influenced the presentation of S&Cs more than any others. In the first place, the damage caused by storm Filomena that left part of the facilities unusable and, secondly, the works that were undertaken in the summer at the San Juan Bautista and Pueblo Nuevo Sports Centres. However, of all of them, CDM La Concepción is the one with the highest number of S&Cs, due to its larger area and sports facilities. The detailed analysis of the four direct management centres allows us to highlight the following:

In the CDM Concepción, the requests received, fundamentally and for the most part, are related to the long period of closure of the facilities after the destruction caused by storm Filomena. S&Cs were also presented that refer to the time spent waiting at the ticket offices due to lack of staff, lack of telephone service, errors in information published on the Centre's website, treatment and attention to users by the staff, the timetables for using some tracks (for example, athletics), the closure of certain facilities on weekends (fronton tennis courts), the administrative procedures for joining classes and activities, the cancellation of classes as a consequence of the reduction of groups, the state of upkeep and maintenance of the facilities (holes, chips, revision of paintwork), the lack of accessibility for people with reduced mobility to the sports centre and swimming pool, the application of security protocols against the pandemic that prevented parents from accessing the facilities and the temperature of the water in the showers (too cold or hot),

In the CDM La Almudena, the most recurrent S&Cs allude to the lack of professionalism of the lifeguard in the performance of his job, the treatment and attention received by the staff, the poor air conditioning of the changing rooms (cold) as a consequence of the application of security protocols against the pandemic (perception by users that ventilation is excessive), the inadequate temperature of the water in the showers, the administrative procedures for telematic enrolment and generally the change of rules for access to activities.

The S&Cs related to the CDM Pueblo Nuevo refer to the excessive closure after storm Filomena, to the closure due to works in the swimming pool since September, and to the noise caused by the new air conditioning and climate control equipment installed in the Centre.

At CDM San Juan Bautista, the S&Cs received also refer to the excessive closing time after storm Filomena, the reduction in the number of students in swimming classes, the closure of the locker room showers, poor ventilation in the changing rooms and in some facilities (for example, the weights room), the closure of the pool for air conditioning works and, finally, various incidents in the changing rooms (shortage of hangers, poor hot water air conditioning).

Regarding the District's Basic Sports Facilities, the complaints received basically allude to the state of upkeep and maintenance of the tracks (skating rink, football field, basketball hoops, correct lighting), to the noise caused by the development of the activities, which causes disturbance in the neighbourhood, and inadequate cleaning.

In the Fuencarral-El Pardo District, the requests related to the performance of improvement or reform works and the need to invest in modernising and improving the facilities stand out. S&Cs have also been received related to the maintenance and upkeep of the facilities, to the treatment received or to the information provided and, finally, those derived from the closure of the facilities or services as a result of the health situation that forced a reduction in capacity of the spaces and a modification of their use.

With regard to sports classes and schools, the requests that entered the System refer to class timetables, their reduction and the cancellation of activities (although the latter to a lesser extent than in previous years).

The detailed analysis allows us to note the following:

In the CDM Vicente del Bosque, most are related to the treatment received, the need for reform works and improvement in maintenance, the operation of the summer pools derived from the temperature of the water, and the maintenance and general upkeep of the installations. The S&Cs received in this Centre decreased by 50% compared to the previous year.

At the CDM La Masó they basically refer to directed classes and activities, motivated by the criteria for their development and related to capacity and free access in application of the guidelines approved by the health situation.

At the CDM Santa Ana, claims were received as a result of the closure of the facility due to the reform and repair of different areas and of the water purification system.

At the María Jesús Rosa CDM, the requests were related to the use of showers and other facilities as a result of health regulations.

Regarding the district's Basic Sports Facilities, it has forty facilities, with or without access control, which means that there is a large number of users and incidents in their state. Due to the number of requests submitted, those received at IBD Las Tablas stand out, which were aimed at improving the roller hockey rink, requesting its covering to allow it to be used throughout the year.

In the Hortaleza District, the centres that received S&Cs are:

At CDM Hortaleza, complaints were received about the foreseeable closure of sports units (tennis courts), about the method for reserving directed activities at sports centres, about disagreement with the fact that the dates of the camps offered in non-teaching and summer periods were different from those of other districts, about the non-use of a mask by the Pilates and Stretching teacher in the development of classes and the suspension of some activities due to temporary incapacity of the teaching staff. A suggestion was also received about expanding the number of groups, units and sports monitors that give the Nordic Walking activity.

CDM Luis Aragonés received S&Cs referring to the prohibition of introducing different elements in the pool (for example arm floats), the impossibility of public access to the stands, the suspension of judo classes, the closure of padel tennis courts, disagreement with the form of reserving activities, dissatisfaction with the fact that the dates of the camps offered in non-school and summer periods were different from those of other districts and, finally, those related to the cleaning after storm Filomena.

CDM Los Prunos barely received S&Cs. However, those that show their disagreement with the change of the booking procedure for certain services can be highlighted.

Regarding the Basic Sports Facilities of the District, most of the S&Cs presented refer to the reopening of the IDB Parque Santa Adela, closed as a result of storm Filomena. On the other hand, numerous S&Cs were also received that allude to incidents with lighting at the IDB Parque de Manoteras-Vélez Rubio, on the football and basketball courts in the Valdebebas neighbourhood, at the IDB Glorieta Avenida San Luis and at the IDB Burgo de Osma. Also, although to a lesser extent, other requests allude to the lack of maintenance and cleaning of these facilities, for example, in the IDB of Calle Bacares, in the sports fields of the Manoteras/Apóstol Santiago area, in the IDB of the Las Cárcavas-Aurora Redondo neighbourhood and in the IDB Virgen del Cortijo. Finally, there is a group of S&Cs that allude to the noise and disturbance that the activities carried out in these facilities produce in the neighbourhood.

In the Latina District, the centres that received S&Cs are:

In the CDM Aluche, most of the claims were due to the damage caused by storm Filomena on the roof of the skating rink and on several of the padel tennis courts that had to remain closed for repairs. Likewise, S&Cs derived from Covid-19 were also presented: reduction in the duration of cleaning and disinfection activities between activities, capacity limitations, prohibition of access to the facilities for people accompanying the development of activities with minors to maintain adequate social distancing, changes in activity timetables, the impossibility of access to activities because the Centre is in a confined area due to mobility restrictions, the queues to access the summer pool as a result of the measures established to guarantee safe access to it, the closure of some of the access doors to the Centre to properly manage entry, the prohibition of the use of fins and paddles in the indoor pool and, finally, the delay in the putting back of the athletics track timetable by one hour.

Along with the above, the number of requests received throughout the year for the new application for the on-line management of requests for both open and directed activities stands out, which was an important change and led to disagreement on the part of a large number of users, and also the replacement of directed classes with a new model with open activities that has not been accepted by a group of users.

Another group of S&Cs refer to the works on the indoor pool (50 meters) which caused users of the 25-metre pool to consider the established capacity excessive and request the immediate opening of the 50-metre pool.

Finally, those that refer to complaints about the difficulty of telephone contact with the office workers and others that can be considered occasional situations and quickly resolved (cold water in the changing rooms of the athletics track, lack of personnel in ticket office, attention to users, impossibility of using trolleys in racket sports, etc.).

At CDM Gallur, S&Cs were received that can be classified, through their reiteration by different users throughout the year, into three groups:

- Centro padel tennis courts: due to the state of upkeep, the reduced capacity and the opening of new groups to expand the offer of classes.
- Competitions on the athletics track: some activities could not be carried out normally.
- Covid-19: on the reopening of the bodybuilding room and the prohibition of the use of collective showers and certain material.

The rest of the complaints allude to the need for better signalling of the toilets, to information errors, to suggestions for installing bike racks, to incidents and problems with the new application for the on-line management of booking requests, to the lack of lighting on the padel tennis court, the lack of professionalism of the lifeguard, the limited number of lanes for free swimming, the breakage of music equipment, the temperature of the pool water, the prohibition on recording of a volleyball league match and, finally, to various incidents in administrative procedures.

At the CDM Las Cruces, the requests basically refer to the deterioration and poor upkeep of the tennis courts, to the disagreement with the new place management system in the directed and programmed activities and to those derived from the application of the protocols of the pandemic (limitations on the use of locker rooms, restriction on the use of elements and materials in directed activities, impossibility of accessing the centre due to being in a confined area, reduction in the time of use of the facilities for disinfection tasks, impossibility of people accompanying accessing the centre during the activities and the existence of limited capacity in some activities).

The rest of the S&Cs received refer to specific issues, such as the poor functioning of the Sports application, suggestions for new timetables for swimming classes and the repair of two padel tennis courts.

In the case of the Basic Sports Facilities, the complaints usually refer to the state of maintenance of these or some of their components.

In the Moncloa-Aravaca District, the S&Cs refer to swimming pools, the Covid-19 protocols, the opening of swimming pools on weekends and holidays, the closure of centres due to works and various incidents in the air conditioning and furniture. With regard to sports classes and schools, the requests mainly refer to the discomfort and disruption caused by the suspension of classes, waiting lists for classes and changes in programming and teaching staff.

Detailed analysis of the CDM assigned to the District allows us to point out:

In the CDM Alfredo Goyeneche, the S&Cs allude to the questions and matters indicated in the previous paragraphs. However, those that refer to the request to open the centre's showers and complaints by the Swimming Club that temporarily were unable to have the time they had been allocated due to the absence of the lifeguard stand out.

The S&Cs referring to the CDM Fernando Martín facility were related to the closure of the locker room due to the reformation of the swimming pool and the sports hall.

In the CDM Casa de Campo practically 80% of the S&Cs refer to the swimming pool, alluding to the size of the changing rooms, which users consider insufficient, and the lack of equipment and furniture. Some requests were also received about the tennis courts due to the telematic application of bookings as well as the problems when changing bookings.

In the CDM José María Cagigal, the S&Cs respond to the closure of this centre due to the performance of large-scale works. Once reopened, the complaints refer to air conditioning problems, the size of the changing rooms (insufficient) and the lack of equipment and furniture.

At the CDM La Bombilla, the requests received respond to two main reasons: the temporary closure of the centre after storm Filomena and the closure during the month of August due to lack of personnel.

Regarding the Basic Sports Facilities attached to the District, the requests received refer to various issues (there is no recurring reason), such as damage to the facilities, lighting, cleaning, etc.

In the Moratalaz District, complaints were received in the following Centres:

At CDM La Elipa, the main reasons for complaints refer to the impossibility of using the sports courts for a few weeks after storm Filomena, due to the closure of the facilities in the sports complex to repair the damage caused by the storm, the breakdown in the main waterways of the facility that forced the entire facility to be closed, the lack of teachers in some directed activity, the fall in rentals of sports spaces for reasons of capacity, telematic problems in getting the tickets, the works and reforms in the facilities, the delay in the opening of one of the three swimming pools, the provision of incomplete information on the activities of the sports centre, the change of schedule in the rental of the football pitch, non-compliance with the Covid-19 regulations in the summer pool, the closure of activities taught in previous years and, finally, the insufficient lighting on the padel tennis and tennis courts.

At the CDM Moratalaz, S&Cs were received for the following reasons: errors in the ticket purchase computer application, change of class forms from restricted to open use, problems in the pool, the application of Covid-19 prevention measures in changing rooms, capacity in the heated pool, etc., works and reforms in the facilities that determined the suspension of activities, closure of spaces and development of other activities, non-compliance with the Covid-19 regulations in the summer pool, difficulties to telephone the facility, specific problems of treatment received by the facility staff and, finally, the lack of professionalism of the lifeguards.

Regarding the Basic Sports Facilities, those received on the improvement of the enclosure and the conditioning of the sports track of Arroyo Belincoso stand out.

In the Puente de Vallecas District, the claims presented refer to deficiencies in the equipment of changing rooms, showers, dryers, water temperature and interior air conditioning of the facilities. Also, as a consequence of the restrictions imposed by the pandemic, complaints were received of capacity limitations in the facilities and due to the closure of showers and sports areas, such as bodybuilding rooms. The vast majority refer to controlled access.

For their part, those related to sports classes and schools are scarce and have been due to specific problems with timetables or attendance.

The CDMs that received the most S&Cs concerning facilities are the following:

At CDM Ángel Nieto, users referred to the heated pool facilities as it was closed due to the maintenance works being carried out. There are also others that show disagreement with the centre's sports programming and the Covid-19 restrictions, such as capacity limitations and the closure of showers.

The CDM Entrevías received complaints and suggestions mainly due to the Covid-19 measures, both due to the prohibition of the public inside the sports hall, the capacity restrictions in the different facilities and activities, and the prohibition on the use of showers and dryers. On the other hand, there are also recurring claims for the different administrative procedures, such as the issuance of tickets with a QR code, direct debits or the drawing of places. Other reasons for complaints refer to the closure of the bodybuilding room during the pandemic, the reduction in capacity, the adaptation of classes in that period, the use of the burkini in the summer pool and the lack of heating in the sports hall. We must not forget the congratulations also received for the good work done by the sports monitors in the centre.

At CDM Wilfred (Alberto García), the main complaints came from the Covid-19 restrictions, such as the closure of changing rooms and showers, the remodelling works on the pool and some administrative procedures such as pre-enrolment and renewals. We can also mention those caused by the closure of the bodybuilding room, the closure of the teaching pool for improvement in the structure and the closure of the skating rink for remodelling.

At the CDM Palomeras, as in the previous centres, most of the claims refer to the restrictions imposed due to the pandemic, which brought the closure of the shower service and capacity limitations. Along with these, others were received due to the closure of several facilities for improvement works and due to storm Filomena.

In the Basic Sports Facilities, the complaints presented refer mostly to the noise and dirt caused by the users. There are also others that allude to excessive lighting time on the tracks.

In the Retiro District, the analysis of the CDMs that received suggestions and complaints shows that the main complaints for specific incidents of breakdowns, deterioration and cleaning decreased significantly over the previous year. Analysis by Centre allows us to highlight the following:

Complaints were received at the CDM Daoiz and Velarde I and II for the application of the Covid-19 protocols, the organisation and timetables of the facility, the on-line booking system, the closure of the facility after storm Filomena, the closure of the swimming pool due to works being carried

out, the treatment received by a worker at the centre and a specific maintenance defect in the facilities.

At CDM La Chopera, the main reasons for complaints refer to disagreements with the application of the Covid-19 protocols, with municipal regulations or with the organisation and timetables of this sports service. Complaints were also received about some obsolete machine, the floor of the padel tennis court and, also, about the excessive time it took to reopen the facilities after storm Filomena.

Regarding the Basic Municipal Sports Facilities, it should be noted that IDB Cocheras received a large number of letters, all during the same week, with identical text that referred to the maintenance of the hoops and baskets, the flooring and lighting. The rest of the IBD barely received requests, which, in any case, referred to specific situations regarding the maintenance of hoops and baskets and the improper use of these facilities by people with dogs.

In the Salamanca District, the grouping or classification of the reasons for claiming is not even because the CDMs in this district are diverse in their forms of management and service characteristics. Generally, the complaints were related to the provision of the service and referred to its operation, facilities, resources and organisation, specifically, the use of sports units, administrative payment procedures, the booking of services through the APP, the enrolment requirements, the information and the state of the facilities. The detailed analysis allows us to obtain the following information:

The Moscardó Gymnasium CDM received complaints regarding the difficulties in obtaining a pool booking due to the reduction in capacity for free swimming, the closure of the showers and the shortage of lockers in the locker rooms, the non-use of material in some groups, the lack of soap and toilet paper and the general cleanliness of the locker rooms.

At the CDM Alcántara, the main reasons for sending letters refer to the breach of security protocols in the pandemic in spinning classes and the prohibition of free access to the summer pool for people with disabilities with the special sports card.

At CDM Fuente del Berro, the complaints received were related to the timetable set for free swimming (limited until 16:00 hours) and also due to the capacity allowed, the access limitations due to the application of Covid-19 protocols, the temperature of the water in the pool showers, the excessively hot temperature of the changing room showers and the lack of showers and toilets adapted for people with reduced mobility.

Regarding the Basic Municipal Sports Facilities, the main reasons for complaint refer to the excessive closing time in some facilities after storm Filomena and the state of upkeep of some padel tennis courts in the IBD Breogán.

In the San Blas-Canillejas District, the management of the District's facilities generates the majority of the S&Cs received, which is explained by the numerous sports facilities that the District has, on the one hand, the CDM San Blas, managed directly, the indirectly managed CDM Pepu Hernández and CDM Fabián Roncero and more than 25 basic sports facilities.

Analysis of each CDM shows the detail of the S&Cs received:

CDM San Blas files claims regarding the early closing of the facilities and, consequently, the activities that took place after 21:00 hours, the pandemic, non-compliance with the pandemic protocols by some pool monitors, the application of the Covid-19 security measures (capacity restrictions, etc.), the lack of adaptation of the toilets for people with reduced mobility, the inadequate temperature of the water in the showers of the swimming pool changing rooms, the scarcity of benches in the women's changing rooms, telematic problems in the process of acquiring tickets for the swimming pool, the lack of adequate air conditioning in the bodybuilding room and the prohibition of entry of companions to the different activities (swimming, basketball, etc.),

At CDM Fabián Roncero, S&Cs were received that refer to the scarcity of places in the activities, the closure of some activities and the non-compliance by some users with the Covid-19 security protocols.

At the CDM Pepu Hernández, the main reasons for presenting S&Cs were the state and maintenance of the padel tennis courts, the reduced capacity for some activities and the non-compliance by some users of the Covid-19 security protocols.

Regarding the Basic Municipal Sports Facilities of the District, the main reasons for claiming are related to the cleanliness of the facilities, the lack of maintenance of the flooring (for example on the skating rink at Avenida Niza, 4), the excessive lighting time at the facilities of Calle Oslo causing inconvenience in the neighbourhood and concentration of people not doing sports activities and the lack of lighting on some sports arenas.

In the Tetuán District, the number of S&Cs received fell compared to the previous year. However, the problem that caused the most complaints in 2021 was the delay in adapting the showers to the Covid-19 measures and protocols, as well as the change in timetable of some of the classes given in the CDM. Another group of requests should also be mentioned that refer to the problems with the computer application for booking places, to the complaints of users over 65 years of age who expressed their dissatisfaction due to the refusal to allow them to enjoy the swimming classes with people of a younger age, which affected the intensity of the exercise, the inconvenience due to the capacity restrictions caused by the pandemic, the reduction in class hours to comply with the cleaning protocols established for Covid-19 and, finally, parents' discontent at not being able to accompany their children to the swimming pool changing rooms, which caused them some insecurity.

Detailed analysis of the CDM assigned to the District allows us to point out:

At CDM Antonio Díaz Miguel, one of the most widespread reasons for users filing complaints was the steps taken at the centre to adapt the activities carried out to the protocols established for the pandemic. In this sense, claims were made because of the prohibition of accompanying children over 8 years of age to the changing rooms or because of non-attendance at basketball games due to capacity restrictions. Likewise, the reduction in hours which affected some activities for cleaning between classes brought requests into the System.

On the other hand, complaints were also received about the change in the timetable of some classes, the excessive volume of music, too many people in the same swimming lane or inappropriate treatment by the centre's workers.

Regarding the complaints about the general maintenance of the facilities, these fell significantly, so much that in 2021 only one complaint was received for a broken window or for the non-functioning of the pool floor cleaning machine.

At the CDM Playa Victoria, the main reason for complaint was the closure of the showers in the locker rooms, the closure of the centre as a result of the work to replace the general electrical panel and, finally, the suggestion to install a canopy in the sports centre for the sports activities to continue and not be conditioned by the weather.

Regarding sports classes and schools, the main reason for requests was determined by the difficulties encountered by elderly people in booking places through the Madrid Móvil application, the discomfort of not being able to attend the same sports classes as in previous years or difficulties in contacting the centre by telephone.

In relation to the Basic Sports Facilities of the District, only one suggestion was received that referred to the need to maintain the courts located in the Parque de los Pinos and the installation of a roof on the basketball and football field that would allow sports activities in the summer.

In the Usera District, most letters refer to requests for access to the facilities to be able to see relatives train in sports schools or competitions. Although this access limitation resulted from the

pandemic restrictions, it was not to the liking of the public. Another group of S&Cs was related to the rotation of monitors on timetables and disciplines due to the absence of sports technicians and with warnings for low temperatures and improvements to the access to changing rooms and showers for people with reduced mobility.

Detailed analysis tells us:

The CDM Orcasitas presents requests that refer to various topics such as: replacement of the tennis court net, complaints about the prohibition of access to relatives, about telematic bookings, about the prohibition of topless in certain areas of the pool, about the cleanliness and temperature of the locker rooms and showers, the treatment and attention by the facility staff, the preference of availability of swimming places for people with functional diversity and, finally, suggestions on the installation of parking spaces for bicycles inside the complex.

At CDM Orcasur, the main reasons for complaints were related to the non-compliance with security measures by the lifeguard, the maintenance and cleaning of changing rooms, the prohibition of access to family members, the non-functioning of showers and dryers (Covid-19 protocol), the temperature of the locker room and showers and the restriction of lanes for free swimming.

The CDM San Fermín highlights the significant number of congratulations for the good organisation in the summer pool and the prohibition of access to people who cause disturbance to others.

In the Jesús Rollán Sports Hall and Swimming Pool, the requests refer to the cleaning of the locker rooms, the suspension of activities and the absence of teachers, the lack of information on the suspension of classes and the allocation of places on the courses, the shortage of places and, finally, suggestions for opening the facility's car park.

Regarding the Basic Sports Facilities of the District, the main reasons for complaints were determined by the disturbance caused by lighting and noise to homes near the facilities.

In the Vicálvaro District, analysis at CDM level offers the following information:

The CDM Faustina Valladolid shows complaints for the low temperature of the water and the atmosphere in the pool, for the poor upkeep of the tennis and padel tennis courts, for the temporary closure of the bodybuilding room and the pool, and for the closure of the showers due to the application of the Covid-19 protocol, inappropriate treatment by the centre's staff, disagreement with the rules and protocols of the pandemic in the use of some tracks, the delay in the start of a padel tennis class, the temporary closure of the showers, the changes in programming in the directed activities, the activity renewal system and the low capacity in the open classes.

Complaints were received at CDM Margot Moles about the poor condition of the futsal courts, the treatment and attention by the centre's staff, disagreement with the lower fees for people with disabilities, the acquisition of tickets through the municipal website, the temporary closure of the swimming pool service and padel tennis courts, poor lighting on some courts (padel tennis, tennis, hockey and futsal) and in the swimming pool changing rooms, the activity renewal system, the closed enrolment of classes for the elderly and for the non-existence of discounts for people with disabilities in open classes.

Regarding the Basic Sports Facilities, the main reasons for complaints are the lack of maintenance and upkeep, disagreement with lighting timetables and the closing of the facilities at certain times.

In the Villa de Vallecas District, the main reasons for the complaints filed about sports classes and schools were: the change of some activities from closed to open, the request for enrolments and renewals, the lack of information via SMS, the loss of preferential renewal in sports schools for having reached the maximum period of 4 years, the change of teaching staff in the activities, the smaller capacity due to the health alert and the development of an activity in a space unsuitable for it.

Regarding the facilities, the requests refer to the Covid-19 restrictions in the use of showers, dryers, benches, lockers and the non-compliance with the measures and protocols by some users, the smaller capacity, the implementation of the APP for the booking of classes in open mode (especially among the older population), the breakdown of the heating and hot water system, the treatment received by some workers and generally the state of cleanliness and upkeep.

The detailed analysis provides the following information:

At CDM Cerro Almodóvar, the reasons for complaint are similar to those referred to in the previous sections. However, those that referred to the excessive waiting time to access the summer swimming pools and those related to the state of cleanliness of the facilities can be added.

In the Basic Sports Facilities attached to the District, the complaints refer to the state of upkeep, the noise generated at night and the lighting problems (both excess and lack).

In the Villaverde District, there were a high number of complaints related to capacity limitations, the reduction in the number of places available in activities, restrictions on access to the facilities and venues where sports competitions were held, the prohibition on the use of showers, changing rooms and dryers and the lack of staff in the facilities. On the other hand, complaints also entered the System regarding the elimination of directed classes in the hall (fitness, yoga, pilates, etc.) on the afternoon shift in one of the Centres, the occasional rescheduling of activities to be given in the area of the climbing wall (and derived from it those that allude to the difficulties in using the climbing wall in certain time slots), the sports programming, the process of enrolment and allocation of places, the change of some classes and activities from closed to open, the malfunctioning of the mobile application, the impossibility of cancelling bookings and the decrease in capacity in indoor pools.

At CDM El Espinillo, the main reasons for complaint are related to the prohibition of parental access to the pool facilities in application of the Covid-19 procedures and security measures, to the limitation of time to perform free swimming on weekends, to booking problems through the Madrid Móvil application and the system for allocating places for courses and activities.

The CDM Plata y Castañar has received complaints alluding to the state of the padel tennis courts, the difficulties in cancelling tickets, the prohibition of parents' access to the facilities where sports activities and competitions take place and the place allocation system and renewal for directed classes.

3. **Services and sports promotion**, this block shows the different sections of analysis: **Tournaments, Competitions and Trials**: the majority of the claims received during the year 2021 derive from the impossibility of attending the tournaments or competitions as a result of the restriction of capacity due to the pandemic.

Another group of complaints allude to the difficulty of registering for municipal sports through the application and to the problems that have arisen in the enrolment of specific teams or players in 7-a-side football, basketball and futsal, as well as the lack of appearance of some results or classifications of competitions on the municipal website.

Sports Promotion: in which the main reasons for complaints have been due to the inconvenience caused by the sports races and events organised, requesting changes to the areas where they are held. On the other hand, it is also requested that the coexistence of events of different kinds organised by the Council be avoided.

As for the suggestions, those that request the promotion of more activities outdoors and the continuity of the "cubogym" stand out, as well as the extension of its morning timetable.

Finally, the congratulations received by the organisation of the Urban Sports in Madrid, for the activity of the cubogym, for the management of open classes and for the modification of the Decree that resolved the claims presented by older people should be highlighted.

9. EDUCATION AND YOUTH

S&Cs classified within the Education and Youth area in 2021 constituted 3% of those processed by the Management Units.

In relation to the resources available to the Madrid City Council to make the attributed powers effective, it should be noted, on the one hand, that it develops a wide and varied repertoire of actions and programmes, and on the other, the existence of an extensive catalogue of educational and youth resources and infrastructures. In this regard, four blocks of analysis were established:

1. **Centres, educational activities and socio-educational resources.**
2. **Maintenance and human resources in public school centres**
3. **Coordination and management of artistic education.**
4. **Projects aimed at young people**

The first thing that we must highlight is the significant increase in claims, compared to 2020, mainly focused on the sub-matter "State Schools" (from 85 in 2020 to 1,109 in 2021) and which were received as a result of storm Filomena (cleaning of schoolyards, damage repair, assessment of the trees in those facilities, etc.). The increase was also due to the presentation of requests related to the pandemic, with the decrease in the ratio in the classrooms and the reduction or changes in timetables. The rest of the claims cover various topics, but without a recurring reason, which allows us to deduce that they were the result of specific circumstances or events.

The principal suggestions and complaints raised by citizens in this area were as follows:

1. Centres, educational activities and socio-educational resources: within this block of analysis, the S&Cs received allude to the following issues:

- Open centres: the main reasons for presentation were: requests to expand English activities; complaints, discomfort and disagreement with the organisation of an activity, suggestions about increasing the days of activities, timetables and centres, extension of the age range to be able to enrol for the activities, difficulties and failures in the telematic management of enrolments and, finally, claims about the delay in the return of undue payments for Easter fees.
- Camps: requests were received alluding to disagreement with the limited supply of this type of activity (for example in the Fuencarral-El Pardo or Moncloa-Aravaca districts), the capacity established to be able to participate, the lack of telephone attention for queries and procedures about the camps (for example in the Villa de Vallecas District), the requirements established to get a place and, finally, occasionally, about their organisation and development.

2. Maintenance and human resources in state schools: the requests can be classified into the following groups:

- In state schools, the largest number of complaints referred to the delay with which the cleaning and snow removal work was carried out at the entrances and courtyards of the centres as a result of storm Filomena and, consequently, the delay in the opening of the classrooms. Another series of matters mentioned in the requests refer to the danger posed by the state of tree branches due to the storm, the failure to remove fallen branches and trunks due to the storm, the lack of information on the reopening of the centres, air conditioning and comfort problems in the classrooms due to poor maintenance, the delay in the start of extracurricular activities and, finally, different requests to extend the courtyards and recreation areas of these facilities.
- In nursery schools, the main issues that led to the entry of S&Cs into the System refer to claims for the reduction of timetables as a result of Covid-19, the delay in opening a newly created school, petitions and requests to increase the number of places (fundamentally from Districts with the highest demand), requests to review the score scale applied in the admission process, technical failures of the electronic office in the requests for places and applications for grants for nursery schools, claims requesting the adjustment of the fee for absences as a result of storm Filomena, various requests for information on grants for schooling and, finally, some complaints about specific incidents that occurred in two nursery schools.

3. **Coordination and management of art education:** the requests received refer to:
- Requests for recovery of classes missed due to storm Filomena.
 - Requests for refunding of the corresponding fee due to loss of class days in the pandemic.
 - Requests about the change of timetable or days when classes are taught for personal reasons.
 - Fitting out of the Almudena Cano School of Music and Dance.
 - Authorisation for the use of the facilities of the Nicolas Salmerón Cultural Centre for student graduation.
 - Requests to increase the number of places in the Schools of Music and Dance.
4. **Projects aimed at youth:** the entry of S&Cs in the System allude to the following issues:
- Petitions requesting more language courses, specifically Italian.
 - Complaints due to failures on the municipal website for requesting courses.
 - Request for information on the list of youth hostels
 - Disagreement over the development of the makeup course with a mask as a result of the application of the security protocols of the Covid-19 pandemic.
 - Claims in the list of those not admitted in the course of the spring campaign.
 - Requests for publication on the web of the lists of those admitted to the lifeguard course.
 - Suggestions on a new location for the Carabanchel Youth Centre.
 - Requests for improvement in the organisation of coach timetables for excursions.
 - Various requests for information about the spring campaign courses.

Within this area of activity, the congratulations received for the services provided by the Council should also be highlighted. Specifically, those that refer to:

- The "Madrid an open book" team for their work and effort in adapting the programme's activities to the situation of the COVID-19 pandemic.
- Satisfaction with the management of the Plácido Domingo School of Music.
- The quality of municipal infants schools.
- The feeding at the Infants Schools.
- The educational staff of different infants schools: Gigantes y Cabezudos, El Tren de Arganda, Las Viñas, etc.

The analysis of this area of activity at the District level allows us to highlight the following results⁵:

In the Arganzuela District, complaints were received due to the restrictions on extracurricular activities in the pandemic, the need for municipal registry to participate in summer camps and the cancellation of urban camps during Holy Week. Finally, there are also suggestions about the need to publicise the lists of those admitted to summer camps.

In the Fuencarral-El Pardo District, the number of suggestions and complaints related to the installation of awnings and shaded areas in the new nursery schools stands out. The rest refer to cleaning and upkeep in schools, which were resolved through communication to the companies in charge of these services.

In the Hortaleza District, the suggestions and complaints received address the following issues: non-opening of the Gran Vía Infants School in the days after storm Filomena and heating problems in the Gran Vía Infants School in Hortaleza and in the Ana de Austria Infants School after the children's Christmas holidays.

In the Latina District, the complaints were related to the measures taken for Covid-19, such as the impossibility of using the sports arenas of some of the Centres. The rest of the claims were related to the maintenance of the centres, highlighting the incident in the El Soto del Parral Infants School, where there was a problem with the heating due to storm Filomena damaging said facility. Regarding the damage caused by storm Filomena in the buildings assigned to the District, the necessary damage reports were immediately organised to guarantee the reopening of the centres with the necessary safety guarantees.

⁵ Only Districts that submitted a significant number of S&Cs on this matter are included.

In the Moncloa-Aravaca District, most of the S&Cs correspond to the provisional closure of the Fernández de Moratín and Rosa Luxemburg schools due to the damage caused by storm Filomena. Another important issue accounting for about 20% of the S&Cs was the one related to requests for the installation of awnings in two schools in the district.

In Puente de Vallecas, the suggestions and complaints received are related to grants for Infants Schools and the maintenance of the infants and primary school buildings.

In the San Blas-Canillejas District, the claims related to schools were mainly derived from the damage caused by the snowfall in storm Filomena: broken gutters, canopies and fences that were quickly removed to bring the schools into activity without danger to children as soon as possible.

In the Usera District, approximately 80 complaints were received in a short space of time requesting the installation of awnings in the schoolyards to avoid the sun in the summer.

In the Villa de Vallecas District, the suggestions and complaints came for the following: lack of personnel for adequate care at the Los Sobrinos del Capitán Grant infants school, forms that include "name of father" and "name of the mother" when there are families in which there is no father and mother and, finally, claims for maintenance issues.

The remaining districts experienced no relevant incidents in this area of activity.

10. SOCIAL SERVICES AND SOCIAL COHESION

The S&Cs classified within the Social Services and Social Cohesion area constituted 5% of the total S&Cs processed in the system. For an adequate understanding of this section, a first aspect to take into account is the identification of the blocks on which the analysis of the S&Cs is carried out, since from these it is possible to determine the impact, the effectiveness and the way in which municipal resources were given in the field of social services and social cohesion. The defined analysis blocks are:

1. **Primary Social Care and social assistance.**
2. **Social services and actions aimed at specific groups for the prevention of and protection against discriminatory situations.**
3. **Housing emergency**
4. **Gender violence and equality**

Analysing the S&Cs received during 2021 allows us to establish, for each of the identified analysis blocks, the following list of complaints and suggestions:

1. Primary Social Care and social aid.

The analysis of this block is carried out by Districts⁶, since, as indicated above, this service is provided in the Social Services Centres and in the Social Service Departments of these units.

In the Arganzuela District: the requests received in 2021 were related to the telephone service and, more specifically, to the delay or treatment received and to the previous appointment system, either through 010, by phone or via the municipal website. All this was due to the impossibility of giving personal appointments during some months of the year. Once the health situation improved, the possibility of combined attention was opened up: telephone and face-to-face during the last four months of the year, which favoured citizens' perception.

Complaints relating to social assistance mainly entered in the System due to the new implementation of financial assistance through family cards. This new procedure, as well as the increased demand for economic benefits, caused by the socio-economic crisis produced by the pandemic, increased the volume of work, which caused a delay of approximately 2 to 3 months from the moment of professional assessment until families' receipt of these cards.

⁶ Only those receiving a significant number of S&Cs in 2021 are indicated.

The rest of the suggestions and complaints are divided between the Centres for the Elderly (fundamentally, due to the measures established to prevent Covid-19 in closed spaces and due to the request to open services that had not yet been put into operation because of the health regulations), home services (related to greater or lesser satisfaction with the home helper and the delay in assigning them) and the Telecare service.

In the District of Barajas: No relevant incidents about this block of analysis.

In the Carabanchel District: the S&Cs related to the provision of social services were motivated by the lack of information on the reopening of activities and services suspended by Covid-19 in the Centres for the Elderly, by claims related to the benefits of the home help service and complaints related to social assistance, especially that of an economic nature, generally for being in disagreement with the social intervention proposed by the professional.

Finally, complaints were also received regarding telephone assistance and, in particular, due to the difficulty of communication with social workers, as well as requests to change the assigned professional motivated by disagreement with the assessment made by the social worker.

In the Central District: the main reasons for S&Cs were determined by:

- Claims for attention and arrangement of appointments in Social Services Centres.
- Complaints about the status of processing social aid.
- Requests for intervention on homeless people in the street.

In the Chamartín District: the claims related to social services were motivated by the problems suffered with the air conditioning of some centres, such as the Juan Pablo II Day Centre, where there was a major breakdown in the heating boiler and it took too long to resolve the incident due to supply difficulties as a result of the pandemic.

Chamberí District: complaints related to the application of the Dependency Law, and those referring to the care provided by professionals. In many of these cases it was found that the complaints are recurrent; despite this an attempt was always made to find a solution, either by referring the attention to another professional or by arranging personalised visits with several professionals and even, in some cases, with the Centre management.

In the Ciudad Lineal District: the most significant are the claims in Primary Social Care, due to the economic and social crisis.

In the Hortaleza District: almost all of the complaints concern the impossibility of contacting both by phone and email and that the social workers failed to make contact at the time they had the appointment.

Fuencarral el Pardo District: entries submitted were mainly due to difficulties in telephone and telematic attention as a result of the health situation and the impossibility of immediately attending to all requests. With regard to social aid, the requests deal with issues related to administrative processing.

In the District of Latina: The most recurrent complaints are the delay in receiving care at the Social Services Centres and the changing of appointments already established. Some complaints related to the service provided in relation to home help and remote assistance were also received.

In the Moncloa-Aravaca District: they refer fundamentally to primary social care and resulted from the difficulty in some cases of obtaining information on the processing of aid and the lack of information when there are changes in the people who provide the home help service.

In the Moratalaz District: the main complaints came from the difficulty in contacting the centre by telephone, from not making telephone appointments and from the lack of support for family situations in a state of emergency.

In the Puente de Vallecas District: regarding customer service and calling (complaints are due to not receiving the phone call at the time corresponding to the appointment provided by 010), discomfort in

the service received from centre professionals and the difficulties in contacting the centre by telephone, due to the lack of physical appointments and the difficulties in accessing the centres.

In the Retiro District: they allude to problems and difficulties with telephone appointments and the treatment received, which some considered inappropriate.

In the Salamanca District: related to telephone appointments for not having received the call at the time when the appointment was reserved with the social worker. There were also specific claims related to the request for specific benefits and services and which used the S&C System contact channel instead of the established channels to access said services.

In the San Blas-Canillejas District: complaints about the difficulty and time to get appointments and the times needed to arrange different social aids.

In the Tetuán District: the difficulty that citizens had in establishing contact with the social services centres was one of the most recurrent issues, receiving requests that refer to the lack of telephone attention in the centres and the failure to respond to the e-mails. The discomfort caused by not calling them on the day they had a telephone appointment with their social worker also has a great impact on the number of complaints received. Furthermore, requests to try to bring forward the appointment is another issue that is repeated quite regularly.

Another of the most repeated issues that was the subject of complaints occurred due to the delay suffered by applicants in receiving the required aid or because they do not understand the reason why it is being cut.

In the Usera District: since the beginning of the pandemic, in what regards social services, the number of people at risk of social exclusion requesting different types of aid increased, highlighting the difficulties that occurred in the processing of their application for a Family Card. The significant number of applications submitted in this district caused occasional delays and, as a result of this need, complaints were filed that the level of care was slow, without empathy and insufficient.

In the Vicálvaro District: the complaints received resulted from delays in the granting of the Family Card, the denial of the Family Card for being off the scale for granting and problems in receiving calls in telephone interviews.

In the Villaverde District: difficulty in contacting the CSS by telephone, complaints about the excessive waiting list for an appointment with the social worker, change of shift of the social worker, complaints related to the processing of Family Cards and other economic aids.

In the Villa de Vallecas District: due to the impossibility of making an appointment or contacting the Social Services Centre by telephone. Complaints related to the attention and management of social workers were also presented, since the users state that they disagree with the work carried out in relation to their request. Regarding the complaints about social assistance, the claims referred to the delay in recharging the Family Cards.

2. Social services aimed at specific groups - prevention and protection.

a. The elderly (and people with disabilities)

The claims of the home remote care service were due to the change of entity providing the service in execution of a court ruling.

In the Municipal Centres for the Elderly there were complaints with some services due to the introduction of a new contract and the chiropody cabinets' adaptation to the current regulations of the health authorisations.

In relation to dependency aid, although it is not very significant in terms of quantity, the claims come from misinformation about the status of requests for recognition of the situation of dependency during the processing between the local and regional administration.

Furthermore, there are other claims that refer to disagreement or discomfort with the security

measures implemented for the pandemic, such as, for example, the decrease in capacity in the Municipal Centres for the Elderly and the reorganisation in the provision of services and, also, those that show their disagreement with the policy of charging for services and booking places in the Day Centres.

b. Family, children, adolescents:

Child Care Centres (CAI) received S&Cs relating to:

- Requests for information and file on change of CAI.
- Complaints about the lack of attention from a CAI professional.
- Disagreement with interventions carried out by the professionals.
- Lack of telephone attention.
- Requests for clarification on users' personal situation.
- Disagreement with protection measures adopted.

In the Family Meeting Points (FMP), Suggestions and Complaints refer to the following issues:

- Complaints for the non-granting of a type of visits.
- Perception of lack of neutrality of the team, since they consider that the other party is favoured because the professionals are not opposed to their child visiting entitled relatives or because they do not do everything that the person who makes the complaint believes that they could do for the visitation regime to be developed.
- Complaints about being placed on a waiting list.
- Disagreement with the application of the Covid-19 security measures. Generally, the complaint derives from not being able to have one hundred percent of the visiting time established in a court ruling or not being satisfied with the distribution of spaces in times of pandemic.
- Disagreement with the reports issued by the PEF (due to their frequency and content).
- Discomfort due to the non-recovery of visiting days.

3. Housing emergency

The complaints mainly refer to the presence of people spending the night in different parts of the city, followed by those related to the possible existence of settlements. Similarly, it should be noted that complaints are also received about the negative impact that the centres that are part of the care network for the homeless have on the environment. Together with the above, another type of complaint received in the System is that submitted by users of the centres that refer to the fact that the care received has not been adequate.

4. Gender violence and equality

The main reasons and causes raised by citizens through the system of suggestions and complaints were related to the Equality Spaces and the resources of the Municipal Network of Comprehensive Attention to Victims of Gender Violence in the sphere of the partners or former partners:

11. HEALTH

The S&Cs classified within the Health area constitute 1% of those processed by the Management Units in 2021. Analysis of the suggestions and complaints that have entered the S&C System and the study of the municipal structure with responsibility for health in Madrid City Council allows the following blocks of analysis to be identified:

1. **Prevention and health promotion**
2. **Public health**
3. **Addictions**

Going into the analysis of the S&Cs received in 2021 (a year still conditioned by the effects of the pandemic), first of all, it should be noted that during this year, compared to the previous, 722 requests were received, meaning a decrease of 38%.

Regarding the main reasons for presenting requests in the Municipal System, the lack of service provision, the treatment and attention received, the incorrect provision of the service and the waiting time for the service stand out. Along with these, during this year (in the month of January), exceptionally and specifically, S&Cs were received requiring the Council to install huts for stray cats in order to

protect them from the effects of storm Filomena. Furthermore, as is customary in this area of activity and specifically in this municipal unit, numerous congratulations were received in the S&C System that referred to the good treatment received and the quality of the service provided by the municipal workers.

The study of each of these blocks of analysis identified in this area of activity allows us to highlight the following:

1. Prevention and health promotion:

The reasons for complaint were those mentioned above (treatment received, lack of provision of service, incorrect provision of service and ease of access to the service); however, they are all widely distributed among the different centres, with the International Health Centre the only one with more than ten, and, at the same time, also that receiving a greater number of congratulations (35).

2. Public health

Public Health accumulates the largest number of requests that enter through the S&C System. Most are the responsibility of the Department of Veterinary Services and the Department of Vector Control.

- Department of Veterinary Services: in the month of January, and due to storm Filomena, approximately 100 requests came in, including suggestions and complaints, requiring the Madrid City Council to install centres for cats from feline colonies as part of the city's equipment.

Furthermore, in the month of May, twenty requests were received showing their disagreement with the document of good practices on the management of feline colonies published by Madrid City Council. These claims could be due to the fact that in the training courses on care management of feline colonies given by the Department of Veterinary Services, it was indicated that the renewal of the carer cards is conditional on compliance with the criteria established in the document of Good Practices.

3. Addictions

The approximately 15 requests received in this analysis block are related to assistance services and are distributed among the different centres, with none particularly standing out. On the other hand, during the year 2021, the incorporation of a new reason for complaint or request that referred to the difficulty in contacting the centres by telephone stands out.

12. EMERGENCIES

S&Cs classified within the Emergencies area constituted 0.4% of those processed by the management units.

The analysis of the S&Cs received and processed in 2021 by each of the emergency services:

1. Fire Service Activities

The detailed analysis of the S&Cs received during the year 2021 and referring to the Fire Brigade, leads us to the conclusion that there is no single and specific issue which the public suggests as the main reason for making the S&Cs.

It should be noted that a large part of the requests refer to specific situations derived from the exceptional situation that storm Filomena caused.

Furthermore, this year there has been an increase in complaints referring to noise related to fire stations and which are limited to the buildings adjacent to them, since being work centres with a permanent activity 24 hours 365 days a year, there are noises and sometimes annoyances that affect the neighbours.

2. Activities of SAMUR-Protección Civil

In 2021, S&Cs received by the SAMUR- Civil Protection service allows us to establish the following grouping of reasons:

- Complaints due to the perception of improper assistance. Of particular note were the problems derived from elective discharges in which the patient later presents an undetected problem should be highlighted.
- Complaints due to perception of improper treatment and assistance.
- Complaints due to excessive response time.
- Complaints about problems in transferring patients to hospital.
- Generic siren noise complaints.

Together with the aforementioned complaints, it is worth highlighting the number of congratulatory messages received, which amounted to more than 150 in 2021.

13. SECURITY

S&Cs classified within the Security activity area constitute 3% of the total number of those processed by the Management Units. Through the study of S&Cs, different aspects or issues that citizens raise in relation to safety (in a wider sense) in the city of Madrid can be determined. It must be taken into account that most of the S&Cs assigned to the Municipal Police, except for those that refer specifically to the treatment received by the officers or to the convenience or possible improvement of police action, are not complaints about the service provided, but rather reveal a need for action or an increase in resources perceived by the applicant in situations of noise, improper parking, alcohol consumption on public roads and many others.

Taking this into account, and in accordance with the analysis blocks indicated at the beginning of this section, the following reasons for presenting S&Cs in the system can be established:

- **Neighbourhood coexistence:** this includes all those inconveniences that neighbours cause to others for very different reasons:
 - Consumption of alcohol on public roads and consequences of noise and dirt.
 - Complaints about dog owners for the non-collection of excrement, potentially dangerous dogs that walk without a leash or muzzle.
 - Annoyances caused by noise, whether inside homes due to private parties, music, works, barking dogs, etc.; or from inside premises or by their customers in the streets.
 - Complaints about the depositing on public streets of rubbish bags, belongings and other waste.
- **Public safety:**
 - Suggestions for increased police presence to control compliance with Covid-19 regulations.
 - Requests for greater action against consumption of drugs on public roads.
 - Proposals to increase the number of police officers in order to provide a dissuasive presence and to be able to attend to all requests.
- **Road safety:** traffic within the central core of the M30 is managed in collaboration with the Corps of Mobility Agents, hence the work of the Municipal Police has a greater impact on peripheral areas. Regarding this block, the main reasons for filing requests in the S&Cs System during 2021 were:
 - Requests for increased police presence to prevent illegal parking.
 - Requirements for actions in areas surrounding schools to control compliance with the Covid-19 protocol.
 - Complaints about traffic closures as a result of activities and/or events on public roads.
- **COVID-19:**
 - Request for police presence due to the concentration of people who fail to comply with security protocols.
 - Municipal Police requirement for the incorrect use of a mask by some citizens.
 - Premises and terraces not complying with the Covid-19 safety regulations and protocols
- **Citizen Service:**
 - Disagreement with the service provided.
 - Complaints regarding perceived improper treatment.
 - Complaints for lack of police presence.

- **Special services:** these are special police services, normally accompanied by measures that affect the mobility of vehicles and pedestrians and the booking of public space for religious, cultural, sports events in stadiums, popular races, fairs and congresses at special venues (IFEMA, hotels and others).

14. ENVIRONMENT

S&Cs classified within the "Environment" area account for 37% of those processed by the management units. The blocks of analysis identified in this area of activity are as follows:

1. **Waste collection and treatment**
2. **Cleaning of public open spaces.**
3. **Trees and green areas**
4. **Playgrounds and leisure areas**
5. **Odours**
6. **Noise pollution**
7. **Water**
8. **Air quality**

Analysis of the suggestions, complaints and congratulatory messages received in the blocks identified within this area of activity allows us to highlight the following:

1. Waste collection and treatment

During 2021, the main reasons for sending S&Cs to the system include:

- Complaints about the location of containers: nuisance due to noise and dirt that is generated around them. In most cases, affected citizens suggest the possibility of relocation.
- Claims for the incorrect placement of the rubbish bins once emptied. Citizens are upset because the bins are left out of their places.
- Complaints about collection timetables. Citizens perceive them as inadequate (especially on weekends and holidays) due to the noise caused by lorries in the collection.
- Request of new containers for all types of waste.
- Complaints about the poor recycling carried out in the rubbish collection work.
- Claims for negligence in the surveillance and in the sanction of improper behaviour, fundamentally caused by the fact that citizens leave all kinds of waste outside the authorised containers.
- Complaints about the infrequent emptying of containers.
- Complaints due to the lack of resolution of incidents reported via the AVISOS-MADRID application.
- Suggestions proposing awareness campaigns among citizens to promote correct recycling.
- Request to increase the number of mobile special waste collection points, and suggestions to improve routes.

2. Cleaning of public open spaces (roads, public squares).

The main reasons for complaints and claims in 2021 that determined the presentation of requests in the System were:

- Complaints regarding the delay in snow removal as a result of storm Filomena.
- Claims for inadequate frequency in cleaning tasks.
- Insufficient practices or practices that, in the opinion of the claimants, are considered inadmissible: washing down, non-use of mechanical means, blowers, etc.
- Inadequate or negligent actions of the employees of the contractor companies: bad practices in their performance, improper parking of vehicles, inappropriate treatment of citizens, etc.
- Complaints about poor cleaning in areas of difficult access, in certain streets and in areas located between homes.
- Complaints about the shortage of litter bins and poor location and frequency of emptying.
- Complaints about working hours, in particular the use of blowers and dump trucks at night or during the weekends and holidays.
- Complaints due to inadequate cleaning of footbridges and pedestrian tunnels.
- Complaints about the non-removal of graffiti on façades and walls, among other surfaces.
- Suggestions and complaints requesting cleaning and clearing of public lots.
- Complaints regarding the abandonment of the cleaning of private lots.

- Complaints because, in the opinion of the complainants, there is not enough punishment for uncivil conduct: collection of dog excrement, waste after gatherings in squares, people who throw waste on the ground and not in the bins, graffiti, etc.
- Complaints for lack of immediate action in cleaning tasks after popular festivals, public events, and, generally, crowds.
- Suggestions proposing the implementation of educational campaigns on behaviour that has an impact on the cleanliness of the city (use of litter bins, appropriate behaviour in green areas and public squares, collection of dog excrement).
- Complaints about the lack of attention and resolution of incidents reported via the AVISOS-MADRID application.
- Since the month of November, with the beginning of the validity of the new contract for cleaning public spaces, there has been an increase in the number of complaints related to the lack of cleaning in certain areas of the city (the so-called interblocks). In this case they are mainly located in the Moratalaz and San Blas-Canillejas Districts.

3. Trees and green areas in districts and parks.

In 2021, storm Filomena also caused numerous damages to the trees on the streets and the city's green areas and parks. During this episode, there were situations of inaccessibility to green areas and situations of risk for citizens that made emergency actions with additional specific means necessary, in order to restore normalcy in the urban landscape. A review and action were therefore made of pruning and felling on the damaged trees, where the public interest for the citizenry prevailed over any other consideration, due to the dangerous situation of the trees in Madrid.

During the rest of the year, the S&Cs referred to the usual issues in the sub-subjects street trees, garden areas and parks. Among these, we can cite the following due to their reiteration or relevance:

- Requests for pruning, in particular for street trees, in specimens whose branches cause bother to pedestrians or homes or prevent visibility to drivers.
- Complaints about non-replacement of trees and closure of tree pits.
- Suggestions and requests for replacement of trees.
- Complaints about pests and the nuisance these cause, as well as the state of the affected trees (particularly galeruca beetles and processionary caterpillars).
- Requests for cleaning and maintenance of green areas.
- Complaints about lack of watering or careless watering, leading to excessive water consumption.
- Claims for the inconvenience caused by the Argentine parrot and for the danger of the parrot nests.
- Complaints about the Plan for the control of parrots prepared by the General Directorate of Water Management and Green Areas.
- Complaints about the closure of parks and gardens due to the restrictions of the state of alarm and the measures to contain the pandemic.
- Complaints about the closure of parks due to weather conditions and wind in particular.
- Requests for the creation of recreational areas in parks and green areas.
- Requests for new green areas, particularly in newly urbanised areas.
- Complaints about the lack of attention and resolution of incidents reported via the AVISOS-MADRID application.

4. Playgrounds and leisure areas During 2021 the service was greatly affected by the effects of the COVID-19 pandemic and the measures introduced over a period of several months. The analysis of the S&Cs that entered the System allows the following to be established as the main reasons for submitting requests:

- Suggestions and requests for new areas for children.
- Requests for the installation for new climbing frame areas.
- Complaints about lack of maintenance and adequate cleaning in these areas.
- Complaints and suggestions about the existing equipment in the children's areas.
- Requests related to new canine areas and dog playgrounds.

5. Odours Traditionally, complaints regarding bad smells are mostly located in the southeast area of Madrid and the General Directorate of the Valdemingómez Technology Park intervenes in their resolution.

In this regard, first of all, in 2021 the significant fall in the number of claims that began in 2019 continued (from 1,440 in 2019 to 256 in 2021). Detailed analysis informs us, on the one hand, that one group refers to episodes of bad smells during specific times or days and, on the other, that there are also those that generally request the dismantling or transfer to other areas of the city of some facilities of the Valdemingómez Technology Park.

6. **Noise pollution** The main issues behind the presentation of S&Cs in the System in 2021 were:
- Noise claims caused by various authorised events (popular festivals, festivals, concerts). Specifically, the complaints received due to the holding of Madbeach in the Moncloa-Aravaca District stand out.
 - Nuisances about traffic noise.
 - Complaints about noise caused by road works.
 - Noise nuisance caused by cleaning and waste collection services.
 - Complaints about noise from private premises (private parties and meetings).
 - Complaints about noise from trains in areas near railway infrastructures.
 - Complaints about nuisances caused by street musicians.
 - Discomfort due to noise in loading and unloading.
 - Complaints due to noise from uncivil behaviour, night gatherings in public spaces.

Most of the S&C received (except for those related to the noise caused by environment service vehicles) are not directly related to services provided by the Council, but are rather complaints about the inconvenience caused by others.

7. **Water** Suggestions and complaints received can be classified into the following groups:
- Maintenance and upkeep of the sewerage network.
 - Drinking water fountains.
 - Efficient use of water and promotion of the use of reclaimed water.
 - Conservation and maintenance of the Manzanares River.
 - Hydrants and wastewater treatment plants.

Some of the main reasons that determined submitting requests to the S&C System include:

- Sewer system obstruction complaints.
- Complaints about flooding in cases of heavy rain.
- Complaints about broken or missing manhole covers.
- Claims for the inconvenience caused by noise due to poorly fitted or installed covers.
- Claims for the non-functioning or closure of some drinking fountains (in many of them this closure takes place in winter due to the risk of freezing and breakage).
- Suggestions proposing the installation of drinking fountains in squares and green areas.
- Complaints about fountains that have not been put into operation after their closure as a result of the pandemic.
- Complaints due to the presence of insects (mosquitoes in green areas, fountains and sheets of water).

8. **Air quality** In 2021, the main reasons for presenting S&Cs were:
- Suggestions and requests for the execution of a greater number of measures with the aim of improving air quality.
 - Requests for more information on pollution and its effect on health. Those that show special concern about exposure levels in school settings stand out.
 - Complaints related to the activation of the protocol due to nitrogen dioxide contamination.
 - Suggestions for more information to be offered before the activation of measures provided for in the pollution protocol.
 - Complaints about the delay in receiving SMS messages informing about the activation of the pollution protocol.
 - Suggestions and complaints about the information on the municipal website (air quality index) and on social networks.
 - Request for information and complaints about the new Plaza Elíptica Low Emission Zone of special protection.

- Complaints about the lack of data from the surveillance network station located in Plaza España (due to the works in the aforementioned Plaza) and due to breakages and graffiti that occur in the stations.
- Request for measurement campaigns in different areas of the city: San Blas-Canillejas, Carabanchel and Ensanche de Vallecas.

15. PUBLIC SPACES

The S&Cs classified within the Public Spaces activity area make up 6% of the total S&Cs processed by the Management Units.

Based on the S&Cs that have entered the System during 2021, the following blocks of analysis have been identified within this area of activity:

1. **Defects on public thoroughfares**
2. **Urban furniture.**
3. **Lighting**
4. **Street signs**
5. **Public works**

1. **Defects on public thoroughfares** Many S&Cs of this type were submitted and it should be noted that a significant number of them were referred to the AVISOS-MADRID application by the competent municipal management unit for prompt attention as an incident.

In relation to S&Cs received, the following classification of reasons determining their entry in the S&C System can be established:

- Suggestions on new conservation and maintenance actions for pavements and roadways.
- Proposals for the incorporation of solutions already applied in areas close to others that have recently been improved.
- Requests for improvements to pedestrian and vehicle safety and to widen pavements.
- Suggestions relating to actions on the current configuration of the public space. In general these constituted proposals, though some complaints are also included. Within this group of S&Cs received, a distinction can be made between those that refer to the use of marginal areas and plots of land, in other words, work on public spaces that have not been used or have been badly used –in the opinion of the people complaining– by means of urbanisation, improvements and reforms (construction of entries, parking areas, squares, spaces suitable for sports and open air activities), and others that request that the current situation is modified with the aim of improving mobility, including pedestrian, in terms of access and enjoyment of public space: changes in squares and streets, widening of pavements, installation of various infrastructures for different uses of space, etc.
- Complaints about the state of paving and maintenance of pavements, roads, squares and other public places. The most numerous complaints received on this subject refer to the existence of potholes, raised paving slabs, paving slabs in poor condition and cracks. The complaints and suggestions made by citizens point to a lack of conservation and maintenance in this area. The report issued by the municipal unit responsible for this matter states that most of these entries submitted by citizens are transferred directly to the AVISOS-MADRID system for repair when they are relatively small defects that can be solved with specific interventions.
- Complaints about deficient or insufficient information on asphaltting or pavement maintenance work.
- Complaints about broken tiles around tree pits.
- Complaints about the lack of resolution of notices on roads and public spaces. These were incidents reported via the AVISOS MADRID system that were not dealt with. Complainants complain about the lack of attention, meaning incidents become problems.
- Complaints about accessibility difficulties, arising both from the existence of architectural barriers (kerbs without ramps, pavements in poor condition, lack of ramps, various obstacles in street furniture and signage), and from the existence of temporary barriers, caused by works and other temporary occupations of public thoroughfares (fences, containers, pavements and roads that have been cut off). Along with these there are also others that allude to the fact that the pavements are excessively narrow at some points. In short, the complaints refer to claims due to difficulties being caused for the mobility of people with functional disability or reduced

mobility. These are requests which, due to the deficiency they indicate, could be included in any of the previous groups, but which, due to the conditions of the persons making them, are worth of separate mention.

- Complaints about the poor organisation of the works (in the claimant's opinion) and the inconvenience generated by it, in particular the sealing of parking spaces in the days prior to the start of the works.

The analysis of the S&Cs and the study of the annual reports of the competent municipal units show that the issues that require minor interventions that can be resolved quickly usually refer to the AVISOS-MADRID system. In this sense, it is obvious that the solution to the problem indicated in the complaint is normally the best way to achieve citizens' satisfaction.

2. Urban furniture. This analysis block includes all the Suggestions and Complaints that refer to facilities or elements that occupy public spaces and whose purpose is to meet a social need or provide a service to the public: benches, pedestrian fences, bollards, forks, public toilets, advertising panels, among others.

The detailed analysis points out that most of the suggestions received corresponded to requests for the installation of new furniture or the repair of existing furniture.

Detailed analysis of the S&Cs received on urban furniture indicates that the majority refer to incidents and requests related to bollards, railings and benches. The main reasons for entries during 2021 were:

- Suggestions for the installation of bollards.
- Requests for the installation of new furniture: benches, bollards, public toilets, litter bins and pedestrian fences and railings, fundamentally.
- Complaints about the poor state of repair of benches.
- Complaints about the state of conservation of public toilets.
- Requests for the installation of public toilets.
- Complaints about the lack of resolution of entries referred to the AVISOS-MADRID system.
- Complaints about the lack of action regarding the removal of old furniture that is in a poor state of repair.
- Complaints about the presence of bollards, benches, bicycle and motorbike forks that impede pedestrian mobility.
- Suggestions on the design of the furniture.

Finally, one issue should be highlighted that is currently unresolved and that has been the subject of requests in the System. This is demand for public toilets. Currently, the General Directorate of Cleaning and Waste Services places portable toilets in areas where events with a large influx of people are held, which, due to their characteristics, are removed when the activities and events end. In the requests made by the citizens, the presence of permanent public toilets is demanded in the streets, since there is only one model of a very limited number installed years ago.

3. Lighting There are requests both to increase lighting and to reduce it, which makes it difficult to satisfy citizens on many occasions. It is evident that some requests are opposed to others, so it is important to explain clearly to the public in the answers that all the required lighting needs are studied, the criteria by which the decisions are made in each action and the criteria of energy efficiency and the reduction of light pollution.

The analysis of the S&Cs received in the System in 2021 shows that the main reasons for presentation were:

- Suggestions for the installation of new streetlights in different streets, parks, avenues or public spaces in the city of Madrid.
- Proposals requesting that the lighting hours be brought forward,
- Suggestions to improve the lighting of monuments.
- Complaints due to lack of proper lighting maintenance: street lights off, bulbs burnt out.
- Complaints about the inconvenience caused by glare in homes.
- Complaints due to excessive expenditure and light pollution.
- Complaints and suggestions about Christmas lighting in different areas of the city.
- Complaints about the lack of resolution of complaints made via the AVISOS- MADRID system.

Lastly, the importance of controlling the resolution of the warnings sent by the public must be noted, so that they are not only dealt with in the appropriate manner, but also that they are referred only for the incidents that require them.

4. **Street signage (urban and traffic)** The main reasons for submitting complaints and suggestions during 2021 were:

- Updating of street name plaques.
- Complaints about unidentified streets after renovation of the façades or disappearance of the plaques.
- Complaints about the height at which street plaques have been placed.
- Complaints about lack of maintenance and upkeep of street plaques: rusted, partially detached, graffiti.
- Requests for replacement of street plaques.
- Requests for modification of placement of the plaque for a better visibility.
- Suggestions for rectification of errors in names.
- Suggestions that the names of streets bearing personal names should include biographical information of interest.
- Suggestions for horizontal and vertical traffic signs, urban information signs, special signs, parking reservations for people with reduced mobility, loading and unloading and parking for motorbikes and bicycles.
- Complaints about the maintenance of traffic signals, zebra crossings and traffic calming systems.
- Requests for the installation of parabolic mirrors.

5. **Public works** The main reasons for submitting requests in the S&C System during 2021 were:

- Complaints for noise nuisance and dust.
- Claims for the unusability of parking spaces when works are under way.
- Complaints about pedestrian mobility problems when works are under way.
- Complaints for lack of information.
- Suggestions for carrying out certain remodelling works.
- Complaints and suggestions about the remodelling of Plaza de España.
- Complaints and suggestions about the delay in the administrative processing of certain works or for their non-completion.

16. MOBILITY AND TRANSPORT

Suggestions, complaints and congratulations encompassed within the area of activity of Mobility and Transport account for around a quarter of all those processed by the Management Units. Specifically, the S&Cs classified in Mobility, Transport and Fines constitute 23% of the general total.

In this area of activity, the following blocks of analysis have been identified:

1. **Traffic and circulation**
2. **Car parks.**
3. **Cyclist mobility**
4. **Parking, Madrid Central and Madrid Low Emissions Area (Madrid 360).**
5. **Occupation of public thoroughfares**

In addition to the above, which we could consider the traditionally competent units in matters related to mobility, in 2021 the different districts were included in the process, as a result of the proliferation of what were popularly known as "Covid terraces". In fact, it has been significant the number of requests relating to the reduction of parking spaces for residents in favour of larger authorised spaces for the installation of terraces, in compliance with the Resolution of the 14th of May, 2020, of the Commission for Hospitality and Catering Terraces, regarding support measures for the hotel and catering industry as a result of the state of alert due to the Covid-19 crisis.

The problems described are similar, the main one being difficulty in parking, especially in SER zones, but also outside their perimeter.

Analysing the blocks that have been identified within this area of activity allows us to point out the following most relevant aspects:

1. Traffic and circulation

Via observation of submissions received in the various S&C System sub-areas, the principal motives associated with traffic and circulation can be detailed as follows:

1.1 Traffic: the issues related to traffic in the city that brought S&Cs into the System were:

- Complaints relating to excess traffic, traffic jams, and restrictions. It is true that given the complex road traffic in a large city like Madrid, it is difficult to accurately count how many claims have included a complaint in this regard, to a greater or lesser extent.
- Complaints relating to uncivil behaviour at the wheel, such as speeding, improper parking and, in general, all types of attitudes that put road safety at risk. There are also constant complaints about improper parking of motorcycles, bicycles and other urban mobility vehicles (VMU) on pavements or on roads outside the areas designated for this purpose, as well as the use of parking areas reserved for people with reduced mobility by vehicles lacking the mandatory authorisation. In 2021, the complaints about motorcycle parking in the vicinity of home delivery food companies, known as "ghost kitchens", stand out, although, as in the case of traffic jams caused by works, they are not counted within this area of activity, as they are complex claims in which several problems are exposed and their legality is questioned and they are classified within the sub-field of "Activity licences".
- Claims for speeding in certain sections. Citizens suggest limitation and request compliance with speed limits by implementing speed reduction measures, such as speed bumps, traffic light cameras, speed cameras or radars.
- Suggestions in favour of closing certain areas to road traffic, either temporarily, due to a specific event, or permanently, requesting the pedestrianisation of a street. In 2021, suggestions were still received requesting the definitive implementation of those pedestrianisations of some main streets, which in order to make walking possible while ensuring social distancing, were implemented during the first months of the pandemic.
- Reconfiguration of times and requests for both new installation and relocation of traffic lights to improve traffic. Also included in this group are notifications of traffic light incidents, incorporation of acoustic warning devices for people with visual impairment, as well as existing information panels on the road network.
- Complaints and suggestions related to the Sustainable Mobility Ordinance, basically regarding the restrictions imposed on certain vehicles in Low Emission Zones.

1.2 Mobility Agents: these are S&Cs related to the powers and functions of the Mobility Agents Corps, the most numerous being those related to traffic and/or parking infractions, followed by bicycle and urban mobility vehicle (VMU) infractions, and for the attention or treatment received. It should be noted that, compared to 2020, the relative percentages of these categories remained at similar levels, although with a decrease in the case of complaints referring to alleged VMU and bicycle infractions.

1.3 Municipal Police: the main reasons for presenting S&Cs are improper parking, traffic jams, traffic cuts and infractions, requesting a greater police presence.

1.4 Public transport: within the sub-field of Public Transport are those S&Cs referring to the Taxi service and also all those addressed at the rest of the collective public transport services of the City of Madrid, municipal and intercity buses, Metro and Renfe Local Railways (it must be remembered that a large group of these requests are not of municipal competence and are therefore inadmissible in the System and are sent to the competent bodies).

The Sub-directorate General for Mobility and Transport Planning is, however, responsible for claims related to road planning applied to public transport, that is, those that raise issues related to routes, location of stops, creation of new lines that provide service to areas of recent urbanisation, etc., as well as everything related to bus lanes.

In relation to the first group, the most numerous are those referring to excessive billing, lost property and, finally, treatment, customer service and dresswear.

In the second group, they refer to the following reasons:

- Collective Public Transport Stops: adequacy of stops (accessibility, safety), suggestions for installing new stops, proposals for relocating stops (for noise, improved operation) and information about them.
- Public transport lines: modification of existing lines, creation of new lines and free service.
- Bus lanes: creation of new bus lanes, modification and elimination of existing bus lanes.

Along with the above, in 2021, requests entered the System that allude to the following:

- Complaints for the increase in temporary bus lanes, which were enabled as a result of the existent pandemic situation with the aim of achieving a greater frequency of passage of municipal buses, as well as for the tourist bus service, in an effort to maintain safety and hygiene measures among users, as well as the maximum capacity per bus.
- Likewise, requests were received regarding the works in Plaza de España and the pedestrianisation of Puerta del Sol, considering it necessary to reinforce the public transport offer in the affected area and suggesting bringing into operation new special lines such as the one from Sol/Sevilla to Puerta de Toledo.

1.5 Road planning: Quantitatively, the most important and significant part of the suggestions and complaints received by the Directorate General for Mobility Planning and Infrastructures are those directly related to road planning. They include issues that generally require an exhaustive technical analysis, as it is not a service for the management and upkeep of elements or infrastructures.

Proposals to modify the organisation of traffic, pedestrianisation, changes of direction, widening of pavements, increasing the number of traffic lanes, construction of roundabouts at problematic intersections, etc., are common in the submitted S&Cs. Also frequent are complaints about the configuration of special mobility lanes (bus - taxi - motorbike, bicycle), widening, elimination of sections, use, configuration of layout, and circulation in the same.

Along with the above, in 2021, there were numerous claims related to the inconvenience caused by the remodelling works of the North Junction of Calle 30 and the burying of the Paseo de Extremadura between Alto de Extremadura and the surroundings of Avenida de Los Poblados, which was the subject of complaints, in this case not because of disturbance caused by the works, which have not started, but requesting precisely this, that the works be undertaken as soon as possible.

Finally, the large number of complaints received about the remodelling project for 2021, that of the Plaza de España and its surroundings, cannot be left unmentioned. Many referred directly to road planning, but were not classified in this sub-field but rather in "Works and Infrastructures" and assigned to the competent management unit, the General Directorate of Public Space, Works and Infrastructures .

1.6 Pedestrian walkways and overpasses: fundamentally, these refer to the state of upkeep or cuts in accesses caused by the need for intervention or upkeep that make citizens' access impossible. This type of infrastructure is intended to facilitate more fluid circulation and shorter itineraries, but at the same time, any intervention that makes their use impossible causes dissatisfaction among the population.

Some suggestions were also received requesting the creation of new steps in specific locations, or widening existing sections, as well as specific signalling regarding the permitted use, as a result of the conflict that sometimes occurs between pedestrians, cyclists and users of the new forms of mobility.

1.7 Fines: this category includes claims in relation to the procedure for processing fines for traffic complaints, the most frequent being those referring to processing, as well as those referring to both requests to sending duplicate notifications and/or letters of payment and proof of payment. Also worthy of note was the relatively high number of complaints received regarding incidents not only relating to fines, but in reference to all types of notification, occurring during the notification process itself.

1.8 Traffic signs: Within this sub-area, three subgroups can be distinguished: traffic lights, installation of new signs and maintenance of existing signs. Each of these subgroups is the responsibility of a different management unit.

Complaints relating to traffic lights include those requests referring to requests for new installation or modification of traffic light units, to reports of incidents in relation to the same, including acoustic warning devices for people with visual impairment, to existing information panels on the road network, proposing their installation, change of location, modification of phase intervals, proposing the dissemination of certain messages, etc. Requests for the installation of new signs were also frequent.

The third subgroup, which is the responsibility of the Sub-directorate General for Mobility Management, includes all those S&Cs related to the upkeep of existing signalling (basically cleaning signs and repainting of road markings) and the installation of convex parabolic mirrors on the streets.

2. Car parks.

2.1 Street parking: the majority of the requests are complaints about the delay in the issuance or renewal of authorisations for parking in bookings for people with reduced mobility

2.2 Closed car parks: the usual topics are changes of ownership, park and ride, waiting list, telephone information, misuse and request for the construction of new car parks

3. Cyclist mobility

This block includes all the Suggestions and Complaints related to the use of bicycles as a means of personal transport in the City of Madrid, both through the use of the public electric bicycle rental service, BICIMAD, and through the use of the private bicycle. Also, inevitably linked to cycling mobility are all the issues related to exclusive bicycle lanes and cycle lanes.

In addition, complaints were received concerning the new mobility sharing project with electric bicycles without a fixed base, BICIMAD GO, entirely managed by the EMT, with the City's authorization. These claims, which mainly refer to the cost of the service, are inadmissible in the System and are sent to the municipal company.

3.1 BiciMAD: the requests are on the following issues: requests for new stations, complaints due to incidents with amounts and balances, claims for the state of upkeep and maintenance of totems and stations, bicycle replacement and maintenance actions and balance returns due to incorrect anchorages.

3.2 Cycle lane: the complaints received refer to:

- Complaints about the increase in cycle lanes, underused in the opinion of some citizens, with a negative effect on the circulation of other vehicles. On the contrary, complaints from users of these lanes because they consider them clearly insufficient, requesting extensions to the routes. These issues, encompassed in the field of road planning, are the responsibility of the General Directorate of Planning and Mobility Infrastructures.
- Complaints regarding road safety, improper use by pedestrians or other vehicles. Depending on the location, these claims are the responsibility of the Directorate General for Traffic Management and Surveillance or the Municipal Police.
- Complaints related to the maintenance, upkeep and repair of the road surface (General Directorate for the Conservation of Public Roads), clearing work in surrounding areas (depending on the nature of said areas, it may be the responsibility of the General Directorate for Water Management and Green Areas, or of the General Directorate of Cleaning and Waste Services), painting of the lines, signalling (General Directorate of Sustainability and Environmental Control, in maintenance of the existing signalling or General Directorate of Planning and Mobility Infrastructures in requests for new signage.)
- Requests for improvement in the information contained on the municipal website. Complaints related to content, General Directorate of Traffic Management and Surveillance or General Directorate of Mobility Planning and Infrastructure, as the case may be. If they refer to incidents of a technical nature, General Directorate of the Digital Office or IAM.
- S&C relating to the Green Cycle Ring (Anillo Verde). In general, the General Directorate of Water Management and Green Areas, but depending on the case, also the rest of the management units.

4. Parking and Low Emission Zones Madrid Central and Madrid 360.

This block comprises complaints and suggestions received regarding the Regulated Parking Service (RPS) and the Madrid Central Low Emission Zone and Madrid 360.

4.1 SER: in most of these complaints, citizens suggest that either blue spaces be converted into green, or simply that residents be allowed to park in blue spaces without being fined. Along with this, in 2021 we should highlight the complaints received at the beginning of the year due to storm Filomena that caused an obvious downtime and the subsequent request for a partial refund of the rate by commercial premises and residents about the time that the service was unavailable and, also, a specific incident in the connection of the parking meters on 10 June.

The rest of the issues that determined the presentation of S&Cs were: authorisation renewals, requests to cancel fines and incidents in parking meters or mobile payment applications, complaints about the actions of the staff and requests to expand the regulated area or to change the place regulation.

4.2 Central Madrid and Madrid 360: the main causes were related to the processing of access permits and invitations, specifically complaints made by people whose vehicles were fined for unauthorised access to Madrid Central or to the new Special Protection Low Emissions Zones once the Ordinance was modified (Madrid Central District and Plaza Elíptica). To these were added complaints expressing disagreement with specific aspects of the regulations and those related to incidents verified in the access permits granted by public car parks within the Low Emission Zone of Distrito Centro.

5. Occupation of public thoroughfares

Claims received in this sub-field increased compared to 2020 by more than 30%. It is a really significant figure and is of clear origin, the COVID terraces. The complaints are varied in terms of the type of inconvenience that the terraces cause, but there is a common denominator to all of them, the loss of parking spaces, and in particular, the loss of SER spaces for residents.

Complaints related to the usual topics of this sub-matter, such as authorisations for the loading and unloading of large-tonnage trucks, loading and unloading of passengers from tourist buses, film shootings, removals, cranes, occupation of the road by private businesses, containers and rubble bags, etc.

17. HOUSING

The S&Cs classified within the area of Housing that entered the system in 2020 constituted 0.05% of those processed by the management units.

The S&C Annual Report does not analyse those received by Madrid City Council municipal companies that have their own suggestions and complaints systems. We refer, in this specific case and generally in the rest of the activity areas with this peculiarity, to the Annual Reports issued by the corresponding entities, where there is a detailed explanation of the number received, the matters affected, the reasons presentation and other aspects of management and processing such as response times, percentages by type of request, etc.

Analysis of the S&C received during 2021 allows us to establish the following list:

- Complaints for appointments. Mainly as a result of the difficulties on the part of the citizens to specify them and due to the delays in the timetables. Along with this, there is also a perception of disturbance due to the lack of fulfilment of the expectations that this type of attention causes among citizens.
- S&Cs related to Registry. Generally derived from technical problems, although some requests were also received that require confirmation of receipt of the documentation.
- Complaints about Mother Plans. Citizens report various incidents focused on the payments of the subsidies granted.
- Requests related to the ITE 2013. These generally correspond to queries regarding the heirs of the deceased beneficiary who request subrogation as heirs of the causer.
- About the Plan Adapta 2020. Regarding documentation and application procedures.

18. EMPLOYMENT

S&Cs classified within the area of Employment make up 0.3% of the total number of S&Cs processed by the management units.

Analysis of the S&Cs falling within this area of activity has enabled the following blocks of analysis to be identified:

- 1- **Active employment policies**
- 2- **Administrative handling of selection processes and employment exchanges**

Analysis of the S&Cs received during 2021, according to the established blocks, allows us to establish the following principal reasons for submission:

1. Active employment policies

At the Madrid Employment Agency, the main reasons for complaint in 2021 were:

- Complaints about the lack of cleanliness of the Los Cármenes Occupational Training Centre.
- Complaints for the closure of the Zone Agencies during storm Filomena.
- Disturbance due to difficulties in contacting the Agency's centres.
- Complaints about the lack of information or confusing information about incorporation on Training Programmes and/or delay in the payment of grants.
- Claims related to technical incidents during the on-line enrolment process for offers and courses.
- Annoyance over delays in the delivery of diplomas.
- Claims for exclusion of applications in training courses.

Regarding the suggestions received, the main reasons allude to the following: that the personnel attached to the central offices carry out cleaning tasks of the snow left on the pavement by storm Filomena, proposals for access to training courses for unemployed people throughout the Community of Madrid and, finally, requests to carry out training and employment workshops in the San Blas-Canillejas District.

Finally, congratulations were also received that refer to the attention provided by the staff of the Employment Agency and the quality of the services offered.

2. Administrative processing of selective processes and job banks

With regard to content, most correspond to issues related to selection processes. Specifically, they refer to incidents that occurred during the electronic process for submitting applications to participate in selection processes, as well as problems with the gateway for the payment of the fee for examination rights, the delay in responding to queries concerning the application form on personalised information on selection processes, to queries on refunds of fees, as well as other procedures of the selection processes and, finally, to requests for greater streamlining of the processes, delays in the procedures, deadlines or publications, as well as disagreement both with the planning and organisation of the tests and the times for the publication of the calendars.

The rest of the requests are related to the POSI personnel of the educational centres and to the processing and publication of lists and pools of interim personnel.

As for the suggestions received, they refer to the publication of calendars of convening and planning of examinations, as well as some proposal on new information on the web or alert systems.

B. TAX-RELATED S&C

With regard to tax-related S&C the following blocks of analysis have been established:

1. Tax-payer service
2. Taxes, fees and public charges

19. Taxpayer Services (more usual procedures and formalities)

19.1. Obtaining proof of payment of municipal taxes

Some taxpayers complain about the difficulty of obtaining proof of payment of a specific tax (generally IVTM and IBI). Complaints that extend to duplicate payment cards.

Currently, payment receipts requested online, via the Mi Carpeta (My Folder) app, in person at the Taxpayer's Advice Bureaux, and through the Citizen's Advice Bureaux (only IVTM payment receipts), are issued immediately. Payment receipts requested in writing through the offices, or by means of a general request submitted through the Madrid City Council website (www.madrid.es), or at any registry, are sent to the applicant's home address.

Notwithstanding the above, despite the different channels for obtaining proof of payment, through the S&C System, many taxpayers express their difficulties in obtaining it. Basically, the reasons for the complaint are determined by not having received the proof of payment requested through the Línea Madrid 010 citizen service telephone line (which processes the request, but is not responsible for the physical issuance) and, in the case of the certificates, by the delay in the periods between the presentation of the request and the final sending.

Along with the above, there is a large group of taxpayers who, faced with the impossibility of downloading the proof of payment, show disagreement with the service since they need the proof immediately.

In relation to the à la carte payment system, it is appropriate to highlight the main reasons for sending requests to the System:

- Claims about the delay in receiving the refund of excess amounts paid.
- Claims about the loss of the bonus after the cancellation of the direct debit account of a deceased holder.
- Complaints about the delay in reflecting cancellations or modifications in the PAC, after changes in ownership in previous years.
- Complaints about not receiving informative notes about the PAC.
- Claims for not reflecting the PAC in some cases, since the beginning of the year, the bonuses granted in the previous year (bonuses for large families, bonus for installation of energy usage systems, etc.)

19.2. Telematic payment of municipal taxes

It would be advisable to coordinate or implement the appropriate means to improve the electronic relationship between citizens and Madrid City Council in tax matters, since there are numerous complaints about taxpayers' access to the electronic management of taxes.

It is worth mentioning the complaints related to the multiple incidents that citizens encounter when they are able to pay taxes on-line, expressing their disagreement with the erroneous functioning of the payment tool, highlighting those referring to the IVTM and the IBI: error messages in the identifier, system crashes, operating errors, lack of confirmation of payments made, difficulties in downloading payment receipts.

On the other hand, it should be noted that due to the large volume of entries in the system, incidents in the payment gateway increase in the last days of the voluntary payment period for each tax. In this sense, and in particular during the last months of the year, it is necessary to mention the incidents detected in the processing of declaration forms and self-assessment of the IIVTNU.

On the other hand, it would be necessary to improve and reinforce the information and assistance services for those taxpayers and groups that, at this time, do not have the means or need support in carrying out their procedures electronically, for example, not having the necessary identification to carry them out (pin key, digital certificate, DNle, etc.), and increasing immediate support services in the event of errors on the municipal website and electronic headquarters.

19.3. Comprehensive Taxpayer Service Offices

In 2021 there was an increase in the number of claims referring to disturbance caused by the unavailability of appointments for procedures at the Comprehensive Taxpayer Assistance Offices (OAIC), especially in matters related to municipal capital gains and with the Rate of the Regulated Parking Service (SER).

The agenda of the OAIC is permanently supervised and is modified each day, and appointments are released based on the available numbers. However, it should be noted that the procedures that were resolved in the registry in person and at the time, due to the pandemic, caused a notable increase in requests for appointments.

On the other hand, it should be noted that a group of complaints regarding the attention received at the time of the appointment and the saturation of the service entered the S&C System, as well as a significant number of congratulations regarding the information and assistance in the Comprehensive Taxpayer Assistance Offices.

19.4. Standardisation of bank transfers as a form of payment of municipal taxes

Although Article 33 of the Tax Ordinance on Management, Collection and Inspection establishes that payments by transfer will only be accepted in those cases where the taxpayer is notified of the payment by the competent municipal bodies, and this payment formula is considered residual, an implementation should be made both in the regulation and in the form of processing payment by transfer, which would allow a higher effectiveness in that payment method.

Although the claims presented in this area are not very significant, since the payment of taxes over the Internet (on-line procedure) is becoming standard among citizens, there are complaints about the problems of time restrictions imposed by the collaborating entities authorised in the tax collection management, when it comes to paying the different taxes and sanctions.

19.5. Telephone service 010 Línea Madrid for tax matters

Citizen complaints about this channel refer to different issues, such as the excessive waiting times or the impossibility of connecting to the service at a given time, due to saturation. Requests were also made to listen to call recordings made via 010 Línea Madrid relating to tax formalities. As previously mentioned, the moments of saturation basically coincide with the end of the voluntary tax payment period: IBI, ITVM and payment of the fee for enrolment or renewal of SER authorisation.

In 2021, the increase in the number of calls to the citizen service telephone number stands out due to the increase in municipal services attended by appointment, which reduces the number of services that can be provided face-to-face and supposes a transfer to the telephone channel and a sustained trend since the beginning of the pandemic to request information and carry out procedures by telephone, trying to avoid travel and interpersonal contacts to reduce the risk of contagion. This increase was reflected in the complaints about the impossibility or delay in receiving assistance by 010 processed throughout the year.

20. Taxes, fees and public prices

20.1. Property Tax (IBI)

In relation to Real Estate Tax (acronym in Spanish, IBI), recurrent tax complaints are received from taxpayers who complain about the lack of knowledge of the effects of the direct debits they have requested.

The S&C system continues to receive numerous complaints from citizens indicating that they have not received the PAC information letters, or that they have received them late, when their respective bank accounts have already been debited.

On the other hand, in December (at the end of the voluntary IBI payment period) many complaints are received from taxpayers, indicating that either the direct debit payment has not been applied or that they were not aware of the effects of the direct debit requested, and are unhappy with the initiation of the enforcement procedure, or request a refund of the amount paid in the case of payments that include surcharges. So, in the first instance, complaints are received concerning the effects of complementary direct debits, which are not processed correctly and do not take effect for the current financial year. Secondly, complaints are filed because a direct debit has been made, for example, via the PAC method with effect for the following year, but the plan holder understands that a direct debit has automatically been generated for the current year.

On the other hand, during the year 2021, a substantial number of complaints entered the System referring to the delay in updating the Cadastre data, which means that the data that appears in the municipal register is not updated, and receipts are demanded from property owners who are no longer owners, as they were sent in the previous year, an action that causes discomfort in taxpayers and that means, in many cases, that the return of income is requested when the debt has been paid. In this sense, it would be positive if, within the management capacity of the ATM in coordination with IAM and the General Directorate of Cadastre of the Ministry of Finance and Public Administration, the necessary mechanisms could be sent up to achieve greater dynamism in the process and updating of the data received from the Cadastre, in order to achieve a prompt update of the municipal register and empower the units in charge of processing income returns and/or compensation requests, which are involved in these cases.

It should be mentioned that, as in previous years, receipts for payment in the voluntary period are sent by ordinary mail by the City Council. However, this is not mandatory because it is a periodic tax, the legal notification being the collection announcement that is published 15 days before the beginning of the voluntary payment period.

Likewise, it is noteworthy that a significant number of claims are received regarding the different IBI discounts, especially for Large Families. In general, they allege that the aforementioned tax discount has not been applied to them, which generates disagreement in the taxpayer and the requesting of numerous refund requests.

20.2. Mechanical Traction Vehicles Tax (acronym in Spanish, IVTM)

Throughout 2021, suggestions and claims were detected requesting reductions in the IVTM as a result of the limitation on the entry of vehicles in certain areas of the capital.

In 2021, the entry of tax claims by taxpayers who complain about having to pay the entire tax when they have cancelled it, asking to pay the proportional part, is observed. In this regard, it must be taken into account that the IVTM is prorated by calendar quarters in the event of definitive registry or deregistry of the vehicle.

On the other hand, complaints were received from taxpayers who, despite having their vehicles registered in other municipalities and having transferred them, continue to receive the tax receipt in Madrid. This is so because no communication of change of address and/or removal of the vehicle by the Provincial Traffic Headquarters reaches the City Council. In such circumstances, it is recommended to propose an area of collaboration between both Administrations, with the aim of preventing this type of situation from continuing to occur.

20.3. Urban Land Capital Gains Tax (acronym in Spanish, IIVTNU) –municipal capital gains–

Complaints related to the IIVTNU continue to enter the S&C System, with a significant increase observed in the last two months.

It is well known that the ATM has adopted special measures to deal with the resolution of the numerous IIVTNU cases filed by interested parties, such as the creation of special groups for processing of the same. However, the effect produced by the aforementioned STC 182/21, of October 26 resulted in

the presentation of a very large number of appeals for reversal, requests for rectification of self-assessments and return of undue income, special review procedures and economic-administrative claims, generates uncertainty and concern among taxpayers, as a result of the delay in resolving the appeals and claims filed, which translates into an increase in litigation, complaints and demands for information on the status of the processing of said procedures.

On the other hand, in relation mainly to IIVTNU, numerous complaints continue to be received in the System regarding the timetables established by credit institutions for payment of municipal taxes.

20.4. Public fees and charges

During the 2021 financial year, there were claims related to the Regulated Parking Service Rate (SER), caused by delays in managing and processing registries, deregistries and modifications through the Línea Madrid 010 telephone line, together with the difficulty and delay in obtaining an appointment to carry out these procedures.

Likewise, complaints were detected referring to cancellations in the SER as a result of the incidents that occur in the processing of renewals (lack of confirmation) in said Service, and to the difficulties in processing the change of registration by telephone in the authorisation of the SER. Complaints regarding the absence of confirmation of the payments made for registry and renewal in the SER (*unauthorised registry, unauthorised payment, etc.*) are also noted.

On the other hand, some claims entered the System concerning the requirements to obtain the regulated parking card needing to be changed in the event of usufruct and a public document accrediting the right of use being required (*deed, court ruling...*).

In relation to the Regulatory Fee for vehicle passages (TPV), it is certified that there are claims with a large variety of contents, which mainly affect the notification of the parking permits to taxpayers who are not holders of the authorisation, to the difficulties that occur at the time of processing a change in the authorisation (fundamentally through 010), to the lack of response to a registry request, to the claim of the debt by enforcement without having received the notification of the receipt in the voluntary period, to refund requests submitted as a result of duplicate payments unresolved and, finally, to requests for information regarding the method of calculating the Fee.

In relation to the Fee for private use and special use of the local public domain (fences, scaffolding and the like), complaints were detected regarding the Installation of containers and/or bags of Construction and Demolition Waste (R.C.D.) which show continuous errors on the web page, for example, errors when indicating the location of the container, messages indicating that an error has occurred and the amount cannot be calculated, errors of not collecting container data from the section 6 (data and period of occupation and general processing errors (when you press continue, in the payment window, all the data of the tax object appears in white and grey, so they cannot be entered manually; on-line processing does not work for the request for the installation of containers on public streets, etc.).

In 2021, the number of complaints relating to the Municipal Sports Centres decreased. In relation to this type of S&Cs, it should be noted that numerous complaints have been answered about in which cases the aforementioned refunds apply, and a differentiation must be made between those that are directed activities (assistance and fixed places), in which compensation in accordance with the provisions of the Public Prices is not appropriate, which provides that the suspension of more than one monthly session is necessary for the refunding of the amount paid for the suspended sessions; and those that refer to open activities or of free use, where the claimants have been informed that there is, on request, the possibility of paying the amount paid for the session into the virtual wallet of those affected.

On the other hand, there is a significant number of claims requesting the refund of the amount for services not used due to weather conditions.

Complaints also entered the System due to the impossibility of cancelling bookings and difficulties in being able to arrange changes in timetables in swimming pools and sports centres as well as errors when making the payment. Another group of complaints refers to the non-receipt of the QR code or its reception too late (a code that is essential for access to the facilities).



Throughout 2021, complaints continued to be received regarding the regulation of multi- purpose and physiotherapy vouchers.

With regards to public prices for services provided for social-cultural, and leisure activities, complaints have continued to be received throughout 2021 regarding the activity carried out in municipal cultural centres. The complaints were motivated by the lack of teachers or their suitability, modifications to the levels of the courses or workshops once these had started, or incompatibilities between the content of the courses and their titles, among other issues.

20.5. Enforcement Office

This matter brings together a large number of claims in which, due to their numerical impact on the total S&Cs in tax matters, three sub-fields stand out:

- Garnishments, surcharges and interest on arrears.
- Certificates and proofs
- PoD (Payment on Demand)

In relation to embargoes, surcharges and interest on late payment, the main reasons for claiming refer to requests for refund or cancellation of the executive surcharge of five percent (citizens state that they have not received notification of the payment), to errors in the web when making the payment and also to the failure to answer on the citizens' attention telephone in the last days of payment of IBI and IVTM.

On the other hand, once the enforcement procedure has begun and especially after the embargoes have been made, the complaints focus on the absence of notification of the settlement and/or sanction and of the enforcement order, with a special impact caused by the lack of information regarding the debts behind said embargoes.

Within the embargoes sub-field, those that state that the limits established in article 171.3 of Law 58/2003, of 17 December, on General Taxation, have not been respected, a precept in which the limitations established in the Law 1/2000, of 7 January, on Civil Procedure, are regulated, when salaries, wages or pensions are usually paid to the account affected by the embargo.

ANNEX - GENERAL SUMMARY ANNUAL S&Cs 2021

- **INITIAL ENTRIES:** it corresponds to the number of requests that have been received in the S&C System and for which, until that moment, no monitoring process has been carried out by the Suggestions and Complaints Service.

	2021	%
Initial General S&C entries	77,331	92.60%
Initial Tax-related S&C Entries	6,177	7.40%
TOTAL	83,508	100.00%

- *Distribution by S&C type*

General S&C + Tax-related S&C	2021	%
Suggestions	10,228	12.25%
Complaints	70,789	84.77%
Congratulatory messages	2,018	2.42%
Requests for information	473	0.57%
TOTAL	83,508	100.00%

- **TOTAL INPUT OF REQUESTS:** corresponds to the final number of requests in the S&C System, once mixed nature processes, direct registrations, etc. are performed.

	2021	%
Total entries in the General S&C system	85,159	93.24%
Initial General S&C entries	77,331	
Multiple-nature (General S&C) entries	7,828	
Total entries in the Tax-related S&C system	6,177	6.76%
Final number of registered S&C system entries	91,336	100.00%

- *Distribution by entry channel*

General S&C		2021	% of TOTAL ENTRIES	% of entries by telematic channel
Telematics	Website	53,277	62.56%	96.22%
	Other	2,091	2.46%	3.78%
	TOTAL	55,368	65.02%	100.00%
010 Línea Madrid		25,215	29.61%	
In person		4,521	5.31%	
Postal service		55	0.06%	
TOTAL		85,159	100.00%	

Tax-related S&C		2021	% of TOTAL ENTRIES	% of entries by telematic channel
Telematics	Website	3,317	53.70%	83.05%
	Other	677	10.96%	16.95%
	TOTAL	3,994	64.66%	100.00%
010 Línea Madrid		1,688	27.33%	
In person		492	7.97%	
Postal service		3	0.05%	
TOTAL		6,177	100.00%	

General + Tax-related S&C		2021	% of TOTAL ENTRIES	% of entries by telematic channel
Telematics	Website	56,594	61.96%	95.34%
	Other	2,768	3.03%	4.66%
	TOTAL	59,362	64.99%	100.00%
010 Línea Madrid		26,903	29.45%	
In person		5,013	5.49%	
Postal service		58	0.06%	
TOTAL		91,336	100.00%	

- **GENERAL S&Cs:** This section includes both the data relating to the activity carried out directly in the Suggestions and Complaints Service which lead to processing as General S&C, as well as data relating to handling and processing by the management units.
 - *Suggestions and Complaint Service Activity (management unit)*

TASKS		2021
Completion in management unit	For being multiple in nature	3,714
	For change in procedure	2,932
	Answered	172
	Not admitted	3,961
TOTAL		10,779

	2021
Average completion time in calendar days	4.18

	2021	% of total entries
General S&C assigned to management units	74,380	87.34%

○ *Handling by management units*

	2021
S&C assigned to management units	74,380
S&C referred by management units to AVISOS MADRID and SACPM	16,350
S&C processed by management units	58,030

○ *Distribution by S&C type (processed by management units)*

	2021	%
Suggestions	8,065	13.90%
Complaints	48,101	82.89%
Congratulatory messages	1,862	3.21%
TOTAL	58,028	100.00%

○ *Classification by area*

Materia	TOTAL	%
Environment	20,261	34.92%
Mobility, Transport and Fines	12,710	21.90%
Sports	5,524	9.52%
Citizen Service	4,284	7.38%
Public Roadways and Spaces	3,553	6.12%
Social Services	2,866	4.94%
Security and Emergencies	1,978	3.41%
Education and Youth	1,517	2.61%
Culture	1,364	2.35%
Urban Planning	1,326	2.29%
City Administration and Finance	1,002	1.73%
Health	722	1.24%
Economy and Technological Development	639	1.10%
Employment	190	0.33%
Social Cohesion	57	0.10%
Housing	31	0.05%
Tourism	3	0.01%
International Relations	1	0.00%
Total	58,028	100.00%

○ *S&C Completion*

	2021	%
Answered	53,082	91.48%
Answered after deadline	1,189	2.05%
Not admitted	3,757	6.47%
TOTAL	58,028	100.00%

○ *Average response time*

	2021
Average response time in calendar days	29.16

○ *Percentage of responses by time period*

	2021
20 calendar days or less	46.41%
45 calendar days or less	72.55%

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

- *Tax-related S&C Department activity*

	2021	% of S&C System total
Initial Tax-related S&C Entries	6,177	7.40%
Referred to General S&C	365	
Final number of Tax-related S&C handled	5,812	

- *Distribution by S&C type*

	2021	%
Suggestions	179	3.08%
Complaints	5,110	87.92%
Congratulatory messages	77	1.32%
Requests for information	446	7.67%
TOTAL	5,812	100.00%

- *Classification by area*

Materia	2021	%
Collection	1,906	32.79%
Public fees and charges	1,298	22.33%
Taxpayer Service	1,041	17.91%
IBI	616	10.60%
IIVTNU	432	7.43%
Mechanical Traction Vehicles Tax	412	7.09%
General affairs	47	0.81%
ICIO	32	0.55%
IAE	28	0.48%
TOTAL	5,812	100.00%

- *Completion*

	2021	%
Answered	5,347	92.00%
Answered after deadline	15	0.26%
Not admitted	450	7.74%
TOTAL	5,812	100.00%

- *Average response time*

	2021
Average response time in calendar days	22.41

- *Percentage of responses by time period*

	2021
20 calendar days or less	60.00%
45 calendar days or less	79.82%



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