

COMPLAINTS BY NUMBER

Quarter Ended: 1 January 2009 - 31 March 2009

(Comparative data for 2008 is shaded)

Service	Summary						Stage 1						Stage 2						Stage 3									
	No's rec'd		No's resolved/ not pursued		investigation ongoing		No's resolved to satisfaction		No's resolved/ not pursued		investigation ongoing		No's requested for stage 2		No's resolved to satisfaction		Not pursued further		investigation ongoing		No's requested for stage 3		No's resolved to satisfaction		Not pursued further		investigation ongoing	
A & CS Statutory	19	16	13	21	13	3	12	15	0	3	11	2	1	0	1	1	1	0	1	1	0	0	0	0	0	0	0	0
A & CS Non-Statutory	9	12	6	12	3	0	4	12	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C & YPS Statutory	14	14	8	9	9	3	8	0	0	10	7	3	0	1	0	1	0	N/A	2	1	0	0	0	N/A	0	N/A	0	N/A
C & YPS * Non-Statutory	4	6	16	11	8	0	16	0	2	5	7	0	0	1	0	0	0	0	1	1	0	0	0	1	0	N/A	0	N/A
Chief Execs Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	3	1	3	1	0	0	3	0	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Environment	13	6	12	5	1	0	4	1	7	3	0	0	1	1	1	0	0	0	0	0	1	1	0	0	0	0	1	0
Service Direct	4	13	4	13	0	0	0	0	4	13	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	66	68	62	72	34	6	47	28	18	35	28	6	2	3	2	2	1	0	4	3	1	1	0	1	0	0	1	0

COMPLAINTS BY PERFORMANCE

APPENDIX 1

Quarter Ended: 1st January 2009 - 31 March 2009

(Comparative data for 2008 is shaded)

Service	Ack		Ack		Complaint response Stage 1			Complaint response Stage 1			Complaint response Stage 2			Complaint response Stage 2			Complaint response Stage 3			Complaint response Stage 3				
	No's rec'd	No's rec'd	In target (5 w/d)	%	In target (5 w/d)	%	No's resol	In target (15w/d)	%	No's resol	In target (15w/d)	%	No's resol	In target (20)	%	No's resol	In target (20)	%	No's resol	In target (25)	%	No's resol	In target (25 w/d)	%
A & CS Statutory	19	16	17	89%	15	94%	16	12	75%	14	9	64%	2	2	100%	2	1	50%	0	0	0%	0	0	0%
A & CS Non-Statutory	9	12	9	100%	12	100%	4	3	75%	12	12	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS Statutory	14	14	14	100%	14	100%	12	11	92%	11	9	82%	0	0	0%	1	0	0%	0	0	0%	1	0	0%
C & YPS (*) Non-Statutory	4	6	0	0%	6	100%	*	*	*	6	5	83%	*	*	*	0	0	0%	*	*	*	1	0	0%
Chief Executive's Office	0	0	0	0%	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Corporate Services	3	1	3	100%	1	100%	3	2	67%	1	1	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Environment	13	6	13	100%	4	67%	11	11	100%	1	1	100%	1	1	100%	0	0	0%	0	0	0%	0	0	0%
Service Direct	4	13	4	100%	13	100%	4	2	50%	13	12	92%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Treasurer	0	0	0	0%	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
TOTAL	66	68	60	91%	60	88%	50	41	82%	58	49	84%	3	0	0%	3	1	33%	0	0	0%	0	0	0%

* Performance Data unavailable

COMPLAINTS BY TYPE

Quarter Ended: 1st January 2009 - 31st March 2009

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Service	No's Rec'd		Poor Service		Delay		Staff Conduct		Equalities		Other		TOTAL	TOTAL	
A & CS Statutory	19	16	8	8	0	1	4	1	0	0	7	6	19	16	*
A & CS Non-Statutory	9	12	4	10	0	1	5	1	0	0	0	0	9	12	
C & YPS Statutory	14	14	8	4	1	0	4	4	0	0	1	6	14	14	*
C & YPS Non-Statutory	4	6	3	2	0	0	0	4	0	1	1	0	4	7	*
Chief Executive's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Corporate Services	3	1	1	0	1	0	0	0	0	1	1	0	3	1	
Environment	13	6	7	0	4	2	2	3	0	0	0	1	13	6	
Service Direct	4	13	3	3	0	0	1	10	0	0	0	0	4	13	
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	66	68	34	27	6	4	16	23	0	2	10	13	66	69	
		%	52%	39%	9%	6%	24%	33%	0%	290%	15%	19%			

* A complaint may be categorised as more than one type