

Appendix 2

STANDARDS COMMITTEE - STATUTORY COMPLAINTS REPORTING

Quarter Ended: 1 July - 31 September 2009

Service	Summary			Local Resolution			Local Government Ombudsman			
	No's recd	Resolved/ not pursued ¹	Investigation Ongoing	Resolved Satisfactorily ¹	Not pursued further	Investigation Ongoing	LGO Request	Investigation Ongoing	Awaiting Response	Report published
AW&H	18	16	4	13	3	4	0	0	0	0
TOTAL	18	16	4	13	3	4	0	0	0	0

1. Includes two cases resolved that were received at the latter end of the previous quarter

Quarter Ended: 1 July - 31 September 2009

Service	No's received	Poor Service	Delay	Staff Conduct	Equalities	Other	Assessment
AW&H	15 ¹	5	2	6	0	4	4
TOTAL	100%	24%	9.5%%	28.5%	0%	19%	19%

¹ The three complaints that were either, declined, withdrawn or accelerated to the safeguarding procedures are excluded from this calculation

*NB A complaint may have more than one classification recorded against it or no classification recorded.

Quarter Ended: 1 July - 31 September 2009

Service	Summary	Acknowledgment		Local Resolution Complaint Response		
		In target (3 w/d)	%	Numbers Resolved, including c/f from previous 1/4	In target (as per original Complaints Resolution Plan date)	CRP Response Date extended with agreement of complainant
AW&H	18	16	89%	13	12	1
TOTAL	18	16	89%	13	12	1