

Housing Service Complaints and Compliments 2006/07

Housing Service Complaints by Service Area

Service Area	Where We Got It Wrong				Policy Issues				Third Party				Unjustified				Overall Total
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Care Services	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Energy Conservation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Homelessness and Housing Advice	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	2
Policy and Strategy	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
Private Sector	0	0	0	0	2	0	0	0	0	0	0	1	0	1	1	1	6
Service Support	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	0	1	1	0	3	1	0	1	0	0	0	1	0	1	1	2	12

Housing Service Complaints by Category

Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Overall Total
1. Where We Got It Wrong	0	1	1	0	2
2. Policy Issues	3	1	0	1	5
3. Third Party	0	0	0	1	1
4. Unjustified	0	1	1	2	4
Total	3	3	2	4	12

Housing Service Compliments by Service Area

Service Area	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Overall Total
Care Services	0	1	8	8	17
Energy Conservation	0	1	0	1	2
Homelessness and Housing Advice	0	1	1	0	2
Policy and Strategy	0	1	0	2	3
Private Sector	0	0	2	0	2
Service Support	0	0	1	0	1
Total	0	4	12	11	27