

TABLE 1
COMPLAINTS

1 April 2004 – 30 June 2004

Service	Complaints Received	Average time taken to acknowledge receipt (working days) Target: 5	Average time taken to give full response/ progress report (working days) Target: 25	Satisfied as to how complaint has been handled	Not pursued further by complainant	Still under investigation	Referral to Stage 2 complaint
1	2	3	4	5	6	7	8
Chief Executive's Office	1	1	23	-	1	-	-
Corporate Services	3	1	3	-	3	-	-
Culture & Leisure	3	3	4	-	3	-	-
Customer Services	-	-	-	-	-	-	-
Education	1	4	4	-	1	-	-
Environment	5	3	9	-	2	1	2
Service Direct	7	2	5	-	7	-	-
Social Care & Health	74	2	11	30	4	35	5
Treasurer	-	-	-	-	-	-	-
TOTALS	94	2	10	30	21	36	7

TABLE 2
COMPLAINTS BY TYPE
1 April 2004 - 30 June 2004

Service	Poor Service	Delay	Staff Conduct	Equalities	Other	Total
1	2	3	4	5	6	7
Chief Executive	-	-	1	-	-	1
Corporate Services	3	-	-	-	-	3
Culture & Leisure	2	-	-	-	1	3
Customer Services	-	-	-	-	-	-
Education	-	1	-	-	-	1
Environment	3	1	1	-	-	5
Service Direct	6	-	1	-	-	7
Social Care & Health	26	1	25	-	22	74
Treasurer	-	-	-	-	-	-
TOTALS	40	3	28	-	23	94

TABLE 1
COMPLAINTS
1 April 2003 to 30 June 2003

Department	Complaints Received	Average time taken to acknowledge receipt (working days) Target: 5	Average time taken to give full response/ progress report (working days) Target: 25	Satisfied as to how complaint has been handled	Not pursued further by complainant	Still under investigation	Referral to Stage 2 complaint
1	2	3	4	5	6	7	8
Corporate and Legal Services	6	3	9	-	5	1	-
Cultural Services	1	1	4	1	-	-	-
Economic Development and Planning	-	-	-	-	-	-	-
Education	5	1	13	2	2	1	-
Environment and Technical Services	2	1	6	-	1	-	1
Service Direct	2	1	1	-	2	-	-
Social Services	52 (48 Stage 1 4 Stage 2)	3	13 (Statutory Target 28 days)	25	8	15	4
Treasurer	-	-	-	-	-	-	-
TOTALS	68	3	12	28	18	17	5

TABLE 2

COMPLAINTS BY TYPE

1 April 2003 to 30 June 2003

Department	Poor Service	Delay	Staff Conduct	Equalities	Other	Total
1	2	3	4	5	6	7
Corporate and Legal Services	4	-	-	-	2	6
Cultural Services	1	-	-	-	-	1
Economic Development and Planning	-	-	-	-	-	-
Education	3	1	1	-	-	5
Environment and Technical Services	1	-	1	-	-	2
Service Direct	-	-	2	-	-	2
Social Services*	31	4	11	-	12	58
Treasurer	-	-	-	-	-	-
TOTALS	40	5	15	-	14	74

* NB. These complaints may have more than one type.