

TABLE 1
COMPLAINTS

1 April 2005 – 30 June 2005
(Figures for 1 April 2004 - 30 June 2004 appear in brackets)

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	5 (3)	4 (1)	12 (3)	- (-)	4 (3)	- (-)	1 (-) Referral to Ombudsman
Culture & Leisure	1 (3)	3 (3)	3 (4)	1 (-)	- (3)	- (-)	- (-)
Customer Services	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Education	1 (1)	1 (4)	7 (4)	1 (-)	- (1)	- (-)	- (-)
Environment	4 (5)	2 (3)	5 (9)	1 (-)	- (2)	- (1)	3 (2)
Service Direct	6 (7)	5 (2)	5 (5)	1 (-)	5 (7)	- (-)	- (-)
Social Care & Health	41 (74)	2 (2)	19 (11)	37 (30)	2 (4)	- (35)	2 (5)
Treasurer	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
TOTALS	58 (94)	2 (2)	16 (10)	41 (30)	11 (21)	- (36)	6 (7)

TABLE 2

COMPLAINTS BY TYPE

1 April 2005 - 30 June 2005

Service	Poor Service	Delay	Staff Conduct	Equalities	Other	Total
1	2	3	4	5	6	7
Chief Executive	- (-)	- (-)	- (1)	- (-)	- (-)	- (1)
Corporate Services	3 (3)	- (-)	1 (-)	- (-)	1 (-)	5 (3)
Culture & Leisure	- (2)	- (-)	1 (-)	- (-)	- (1)	1 (3)
Customer Services	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Education	- (-)	- (1)	1 (-)	- (-)	- (-)	1 (1)
Environment	2 (3)	1 (1)	- (1)	- (-)	1 (-)	4 (5)
Service Direct	5 (6)	- (-)	1 (1)	- (-)	- (-)	6 (7)
Social Care & Health	12 (26)	- (1)	12 (25)	- (-)	17 (22)	41 (74)
Treasurer	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
TOTALS	22 (40)	1 (3)	16 (28)	- (-)	19 (23)	58 (94)