

**TABLE 1**  
**COMPLAINTS**

**1 January 2006 – 31 March 2006**

**(Figures for 1 January 2005 - 31 March 2005 appear in brackets)**

<b>Service</b>	<b>Complaints Received</b>	<b>Average time taken to acknowledge receipt (working days)</b>	<b>Average time taken to give full response/ progress report (working days)</b>	<b>Satisfied as to how complaint has been handled</b>	<b>Not pursued further by complainant</b>	<b>Still under investigation</b>	<b>Referral to Stage 2 complaint</b>
1	2	3	4	5	6	7	8
Chief Exec's Office	2(-)	1 (-)	1 (-)	1 (-)	- (-)	1 (-)	- (-)
Corporate Services	6 (8)	5 (4)	8 (11)	- (1)	5 (6)	- (1)	1 (-)
Culture and Leisure	2 (7)	2 (3)	2 (4)	1 (3)	1 (4)	- (-)	- (-)
Customer Services	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Education	2 (-)	2 (-)	4 (-)	2 (-)	- (-)	- (-)	- (-)
Environment	9(7)	1 (4)	8 (14)	- (-)	9 (5)	- (-)	- (2)
Service Direct	11 (6)	1 (1)	7 (8)	3 (-)	8 (6)	- (-)	- (-)
Social Care and Health	53 (65)	3 (2)	17 (19)	10(21)	- (3)	43 (38)	- (3)
Treasurer	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
<b>TOTALS</b>	<b>85 (93)</b>	<b>3 (2)</b>	<b>13 (16)</b>	<b>17 (25)</b>	<b>23 (24)</b>	<b>44 (39)</b>	<b>1 (5)</b>

**TABLE 2****COMPLAINTS BY TYPE****1 January 2006 - 31 March 2006****(Figures for 1 January 2005 - 31 March 2005 appear in brackets)**

<b>Service</b>	<b>Poor Service</b>	<b>Delay</b>	<b>Staff Conduct</b>	<b>Equalities</b>	<b>Other</b>	<b>Total</b>
1	2	3	4	5	6	7
Chief Exec's Office	- (-)	- (-)	- (-)	- (-)	2 (-)	2 (-)
Corporate Services	4 (5)	1 (1)	- (1)	- (-)	1 (1)	6 (8)
Culture and Leisure	- (4)	- (-)	- (3)	- (-)	2 (-)	2 (7)
Customer Services	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
Education	2 (-)	- (-)	- (-)	- (-)	- (-)	2 (-)
Environment	2 (6)	2 (-)	2 (1)	- (-)	3 (-)	9 (7)
Service Direct	6 (4)	- (-)	5 (-)	- (-)	- (2)	11 (6)
Social Care and Health	23 (31)	- (-)	25 (20)	- (-)	6 (14)	*54 (65)
Treasurer	- (-)	- (-)	- (-)	- (-)	- (-)	- (-)
<b>TOTALS</b>	<b>37 (50)</b>	<b>3 (1)</b>	<b>32 (25)</b>	<b>- (-)</b>	<b>14 (17)</b>	<b>86 (93)</b>

\* A complaint may have more than one type