

COMPLAINTS BY NUMBER

APPENDIX 1

Quarter Ended: 1 January 2007 - 31 March 2007

Service	Summary			Stage 1			Stage 2				Stage 3			
	No's received	No's resolved/ not pursued	investigation ongoing	No's resolved to satisfaction	Not pursued further	investigation ongoing	No's requested for stage 2	No's resolved to satisfaction	Not pursued further	investigation ongoing	No's requested for stage 3	No's resolved to satisfaction	Not pursued further	investigation ongoing
A & CS Culture & Leisure	7	7	0	3	4	0	0	0	0	0	0	0	0	0
Social Care and Health	25	8	45	8	0	43	1	1	0	5	0	0	2	0
C & YPS Education	1	1	0	0	1	0	0	0	0	0	0	0	0	0
Social Care and Health	18	16	8	16	2	7	0	0	0	1	0	0	0	0
Chief Executive's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	8	8	0	0	8	0	0	0	0	0	1	0	1	0
Environment	9	8	1	2	6	1	1	0	0	1	1	0	0	1
Service Direct	2	2	0	2	0	0	0	0	0	0	0	0	0	0
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	70	50	54	31	21	51	2	1	0	7	2	0	3	1

COMPLAINTS BY TYPE

APPENDIX 1

Quarter Ended: 1st January 2007 - 31st March 2007

Service	No's received	Poor Service	Delay	Staff Conduct	Equalities	Other	TOTAL
A & CS Culture & Leisure	7	5	0	1	0	1	7
Social Care and Health	25	5	0	3	0	17	25
C & YPS Education	1	1	0	0	0	0	1
Social Care and Health	18	8	0	4	0	6	18
Chief Executive's Office	0	0	0	0	0	0	0
Corporate Services	8	8	0	0	0	0	8
Environment	9	2	6	0	0	1	9
Service Direct	2	0	0	1	0	1	2
Treasurer	0	0	0	0	0	0	0
TOTAL	70	29	6	9	0	26	70
	%	41%	9%	13%	0%	37%	100%

COMPLAINTS BY PERFORMANCE

APPENDIX 1

Quarter Ended: 1st January 2007 - 31 March 2007

Service	No's rec'd	Acknowledgment		Complaint response Stage 1			Complaint response Stage 2			Complaint response Stage 3		
		In target (5 w/d)	%	No's resolved	In target (15w/d)	%	No's resolved	In target (20 w/d)	%	No's resolved	In target (25 w/d)	%
A & CS Culture & Leisure	7	7	100%	7	7	100%	0	0	0%	0	0	0%
Social Care and Health	25	23	92%	12	5	42%	1	0	0%	2	1	50%
C & YPS Education	1	1	100%	1	1	100%	0	0	0%	0	0	0%
Social Care and Health	18	16	89%	18	14	78%	0	0	0%	0	0	0%
Chief Executive's Office	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Corporate Services	8	8	100%	8	8	100%	0	0	0%	1	1	100%
Environment	9	9	100%	7	7	100%	0	0	0%	0	0	0%
Service Direct	2	2	100%	2	1	50%	0	0	0%	0	0	0%
Treasurer	0	0	0%	0	0	0%	0	0	0%	0	0	0%

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Quarter Ended: 1st January 2007 - 31 March 2007

TOTAL	70	66	94%	55	43	78%	1	0	0%	3	2	67%
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