

COMPLAINTS BY NUMBER

Quarter Ended: 1 April 2007 - 30 June 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 (Statutory)	29	23	28	20	0	22	3	3	0	5	1	0	0	1
A & CS (Non-Statutory)	4	4	0	2	0	0	2	2	0	0	0	0	0	0
C & YPS (Statutory)	18	15	4	14	1	4	0	0	0	1	0	N/A	N/A	N/A
C & YPS (Education)	2	0	2	0	0	2	1	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	2	2	0	0	2	0	0	0	0	0	0	0	0	0
Environment	13	6	2	1	9	0	2	0	2	0	0	0	0	0
Service Direct	7	7	0	2	5	0	0	0	0	0	0	0	0	0
Treasurer	1	0	1	0	0	1	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>76</b>	<b>57</b>	<b>37</b>	<b>39</b>	<b>17</b>	<b>29</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

## COMPLAINTS BY TYPE

APPENDIX 1

Quarter Ended: 1st April 2007 - 30 June 2007

Service	No's received	Poor Service	Delay	Staff Conduct	Equalities	Other	TOTAL
A & CS (Statutory)	29	3	0	1	0	25	29
A & CS (Non-Statutory)	4	1	0	2	0	1	4
C & YPS (Statutory)	18	10	0	3	0	5	18
C & YPS (Education)	2	2	0	0	0	0	2
Chief Executive's Office	0	0	0	0	0	0	0
Corporate Services	2	0	0	1	0	1	2
Environment	13	6	1	1	0	5	13
Service Direct	7	3	2	2	0	0	7
Treasurer	1	0	0	0	0	1	1
<b>TOTAL</b>	76	25	3	10	0	38	76
	%	33%	4%	13%	0%	50%	100%

## COMPLAINTS BY PERFORMANCE

APPENDIX 1

Quarter Ended: 1st April 2007 -  
30 June 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 (Statutory)	29	18	62%	24	20	83%	3	2	67%	0	0	0%
A & CS (Non-Statutory)	4	4	100%	2	2	100%	2	1	50%	0	0	0%
C & YPS (Statutory)	18	15	83%	16	13	81%	0	0	0%	0	0	0%
C & YPS (Education)	2	2	100%	2	2	100%	0	0	0%	0	0	0%
Chief Executive's Office	0	0	0%	0	0	0%	0	0	0%	0	0	0%
<i>Corporate Services</i>	2	2	100%	2	1	50%	0	0	0%	0	0	0%
Environment	13	13	100%	1	1	100%	0	0	0%	0	0	0%
Service Direct	7	1	14%	7	4	57%	0	0	0%	0	0	0%
Treasurer	1	0	0%	0	0	0%	0	0	0%	0	0	0%
<b>TOTAL</b>	<b>76</b>	<b>55</b>	<b>72%</b>	<b>54</b>	<b>43</b>	<b>80%</b>	<b>5</b>	<b>3</b>	<b>60%</b>	<b>0</b>	<b>0</b>	<b>0%</b>