

**TABLE 1**  
**COMPLAINTS**

**1 April 2006 – 30 June 2006**

Service	Complaints Received	Average time taken to acknowledge receipt (working days)	Average time taken to give full response/ progress report (working days)	Satisfied as to how complaint has been handled	Not pursued further by complainant	Still under investigation	Referral to Stage 2 complaint	Referral to Stage 3 complaint
1	2	3	4	5	6	7	8	9
A & CS – Culture and Leisure	1	1	1	-	1	-	-	-
Social Care and Health	36	3	20	6	6	24	-	-
C & YPS – Education	2	1	8	1	-	-	-	1
Social Care and Health	17	2	19	3	3	11	-	-
Chief Executives Office	-	-	-	-	-	-	-	-
Corporate Services	5	4	5	-	5	-	-	-
Environment	8	1	10	2	3	-	2	1
Service Direct	8	3	10	6	2	-	-	-
Treasurer	-	-	-	-	-	-	-	-
<b>TOTALS</b>	<b>77</b>	<b>4</b>	<b>16</b>	<b>18</b>	<b>20</b>	<b>35</b>	<b>2</b>	<b>2</b>

Continued.....

**TABLE 2**  
**COMPLAINTS BY TYPE**  
**1 April 2006 - 30 June 2006**

Service	Poor Service	Delay	Staff Conduct	Equalities	Other	Total
1	2	3	4	5	6	7
<b>A &amp; CS –</b>						
Culture and Leisure	1	-	-	-	-	1
Social Care and Health	25	-	6	-	5	36
<b>C &amp; YPS –</b>						
Education	1	-	-	-	1	2
Social Care and Health	9	-	5	-	3	17
Chief Executives Office	-	-	-	-	-	-
Corporate Services	5	-	-	-	-	5
Environment	3	2	1	-	2	8
Service Direct	3	1	4	-	-	8
Treasurer	-	-	-	-	-	-
<b>TOTALS</b>	<b>47</b>	<b>3</b>	<b>16</b>	<b>-</b>	<b>11</b>	<b>77</b>

\* A complaint may have more than one type