

COMPLAINTS BY PERFORMANCE

APPENDIX 1

Quarter Ended: 1 October 2007 - 31 December 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)	23	20	87%	14	11	79%	2	1	50%	1	1	100%
A & CS (Non-Statutory)	0	0	0%	0	0	0%	0	0	0%	1	0	0%
Chief Executive's Office	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS (Statutory)	16	16	100%	5	5	100%	0	0	0%	0	0	0%
C & YPS (Corporate)	4	4	100%	3	3	100%	0	0	0%	0	0	0%
Corporate Services	1	1	100%	0	0	0%	1	0	0%	0	0	0%
Environment	9	9	100%	6	5	83%	0	0	0%	0	0	0%
Service Direct	12	12	100%	10	10	100%	0	0	0%	0	0	0%
Treasurer	0	0	0%	0	0	0%	0	0	0%	0	0	0%
TOTAL	65	62	95%	38	34	89%	3	1	33%	2	1	50%