

## APPENDIX 2

**TABLE 1**  
**COMPLAINTS**

**1 October 2006 – 31 December 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	6	3	7	-	5	-	1	-
Social Care and Health	27	3	16	8	2	11	6	-
C & YPS – Education	1	1	11	-	1	-	-	-
Social Care and Health	17	1	22	5	4	8	-	-
Chief Executives Office	-	-	-	-	-	-	-	-
Corporate Services	6	5	5	-	6	-	-	-
Environment	6	2	15	1	5	-	-	-
Service Direct	6	2	10	2	4	-	-	-
Treasurer	-	-	-	-	-	-	-	-
<b>TOTALS</b>	<b>69</b>	<b>2</b>	<b>15</b>	<b>16</b>	<b>27</b>	<b>19</b>	<b>7</b>	<b>-</b>

Continued.....

**APPENDIX 2 Continued**

**TABLE 2**

**COMPLAINTS BY TYPE**

**1 October 2006 – 31 December 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	4	-	2	7*
Social Care and Health	13	-	4	-	10	27
<b>C &amp; YPS –</b> Education	-	-	-	-	1	1
Social Care and Health	9	-	3	-	5	17
Chief Executives Office	-	-	-	-	-	-
Corporate Services	4	-	-	-	2	6
Environment	4	1	-	1	-	6
Service Direct	-	1	5	-	-	6
Treasurer	-	-	-	-	-	-
<b>TOTALS</b>	<b>30</b>	<b>3</b>	<b>16</b>	<b>1</b>	<b>20</b>	<b>70*</b>

\* A complaint may have more than one type