

COMPLAINTS BY NUMBER

Quarter Ended: 1 January 2008 - 31 March 2008

(Comparative data for 2007 is shaded)

Service	Summary						Stage 1						Stage 2						Stage 3									
	No's rec'd		No's resolved/ not pursued		investigation ongoing		No's resolved to satisfaction		No's resolved/ not pursued		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	25	19	8	13	45	13	8	12	0	0	43	11	1	1	1	1	0	1	5	1	0	0	0	0	2	0	0	0
A & CS Non-Statutory	7	9	7	6	0	3	3	4	4	2	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
C & YPS Statutory	18	14	16	8	8	9	16	8	2	0	7	7	0	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0
C & YPS * Non-Statutory	1	4	1	16	0	8	0	16	1	2	0	7	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Chief Executive's Corporate Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Environment	8	3	8	3	0	0	0	3	8	3	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0
Service Direct	9	13	8	12	1	1	2	4	6	7	1	0	1	1	0	1	0	0	1	0	1	1	0	0	0	0	1	1
Treasurer	2	4	2	4	0	0	2	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	70	66	50	62	54	34	31	47	21	18	51	28	2	2	1	2	0	1	7	4	2	1	0	0	3	0	1	1

* Performance Data unavailable at time of printing