

COMPLAINTS BY PERFORMANCE

APPENDIX 1

Quarter Ended: 1st January 2008 - 31 March 2008

(Comparative data for 2007 is shaded)

Service	No's rec'd		Ack		Ack		Complaint response Stage 1			Complaint response Stage 1			Complaint response Stage 2			Complaint response Stage 2			Complaint response Stage 3			Complaint response Stage 3		
	No's rec'd	No's rec'd	In target (5 w/d)	%	In target (5 w/d)	%	No's resol	In target (15w/d)	%	No's resol	In target (15w/d)	%	No's resol	In target (20)	%	No's resol	In target (20)	%	No's resol	In target (25)	%	No's resol	In target (25 w/d)	%
A & CS Statutory	25	19	23	92%	17	89%	12	5	42%	16	12	75%	1	0	0%	2	2	100%	2	1	50%	0	0	0%
A & CS Non-Statutory	7	9	7	100%	9	100%	7	7	100%	4	3	75%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS Statutory	18	14	16	89%	14	100%	18	14	78%	12	11	92%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS (*) Non-Statutory	1	4	1	100%	0	0%	1	1	100%				0	0	0%				0	0	0%			
Chief Executive's Office	0	0	0	0%	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Corporate Services	8	3	8	100%	3	100%	8	8	100%	3	2	67%	0	0	0%	0	0	0%	1	1	100%	0	0	0%
Environment	9	13	9	100%	13	100%	7	7	100%	11	11	100%	0	0	0%	1	1	100%	0	0	0%	0	0	0%
Service Direct	2	4	2	100%	4	100%	2	1	50%	4	2	50%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Treasurer	0	0	0	0%	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
<b>TOTAL</b>	<b>70</b>	<b>66</b>	<b>66</b>	<b>94%</b>	<b>60</b>	<b>91%</b>	<b>55</b>	<b>43</b>	<b>78%</b>	<b>34</b>	<b>29</b>	<b>85%</b>	<b>1</b>	<b>0</b>	<b>0%</b>	<b>3</b>	<b>0</b>	<b>0%</b>	<b>3</b>	<b>2</b>	<b>67%</b>	<b>0</b>	<b>0</b>	<b>0%</b>

\* Performance Data unavailable at time of printing