

COMPLAINTS BY TYPE

Quarter Ended: 1st January 2008 - 31st March 2008

(Comparative data for 2007 is shaded)

Service	No's Rec'd		Poor Service		Delay		Staff Conduct		Equalities		Other		TOTAL	TOTAL
A & CS Statutory	25	19	5	8	0	0	3	4	0	0	17	7	25	19
A & CS Non-Statutory	7	9	5	4	0	0	1	5	0	0	1	0	7	9
C & YPS Statutory	18	14	8	8	0	1	4	4	0	0	6	1	18	14
C & YPS Non-Statutory	1	4	1	3	0	0	0	0	0	0	0	1	1	4
Chief Executive's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	8	3	8	1	0	1	0	0	0	0	0	1	8	3
Environment	9	13	2	7	6	4	0	2	0	0	1	0	9	13
Service Direct	2	4	0	3	0	0	1	1	0	0	1	0	2	4
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>70</b>	<b>66</b>	<b>29</b>	<b>34</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>10</b>	<b>70</b>	<b>66</b>
		%	41%	52%	9%	9%	13%	24%	0%	0%	37%	15%		