

COMPLAINTS BY NUMBER

Quarter Ended: 1 April 2008 - 30 June 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	29	17	23	10	28	14	20	9	0	1	22	13	3	0	3	0	0	0	5	1	1	0	0	0	0	0	1	0	
A & CS Non-Statutory	4	20	4	0	0	0	2	2	0	13	0	3	2	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	
C & YPS * Statutory	18	12	15	n/a	4	n/a	14	n/a	1	n/a	4	n/a	0		0		0		1		0		0		0		0		
C & YPS * Non-Statutory	2	7	0	n/a	2	n/a	0	n/a	0	n/a	2	n/a	1		0		0		1		0		0		0		0		
Chief Executive's	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	
Corporate Services	2	1	2	1	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Environment	13	2	6	2	2	0	1	1	9	1	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	
Service Direct	7	6	7	6	0	0	2	0	5	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Treasurer	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	76	65	57	19	37	14	39	12	17	22	29	16	8	1	5	0	2	0	7	2	1	0	0	0	0	0	0	1	0

* Performance Data unavailable at time of printing

COMPLAINTS BY TYPE

Quarter Ended: 1 April 2008 - 30 June 2008

(Comparative data for 2007 is shaded)

Service	No's Rec'd		Poor Service		Delay		Staff Conduct		Equalities		Other		TOTAL	TOTAL	
A & CS Statutory	29	17	3	10	0	0	1	3	0	0	25	5	29	18	*
A & CS Non-Statutory	4	20	1	14	0	1	2	4	0	2	1	0	4	21	*
C & YPS Statutory	18	12	10	6	0	0	3	4	0	0	5	2	18	12	
C & YPS Non-Statutory	2	7	2	4	0	0	0	3	0	0	0	0	2	7	
Chief Executive's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Corporate Services	2	1	0	1	0	0	1	0	0	0	1	0	2	1	
Environment	13	2	6	2	1	0	1	0	0	0	5	0	13	2	
Service Direct	7	6	3	1	2	0	2	5	0	0	0	0	7	6	
Treasurer	1	0	0	0	0	0	0	0	0	0	1	0	1	0	
TOTAL	76	65	25	38	3	1	10	19	0	2	38	7	76	67	*
		%	33%	57%	4%	2%	13%	28%	0%	3%	50%	10%			

* A complaint may be categorised as more than one type

COMPLAINTS BY PERFORMANCE

Quarter Ended: 1 April 2008 - 30 June 2008

(Comparative data for 2007 is shaded)

Service	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 w/d)	%	No's resol	In target (20 w/d)	%	No's resol	In target (25 w/d)	%	No's resol	In target (25 w/d)	%
A & CS Statutory	29	17	18	62%	16	94%	24	20	83%	11	8	73%	3	2	67%	1	0	0%	0	0	0%	0	0	0%
A & CS Non-Statutory	4	20	4	100%	20	100%	2	2	100%	2	2	100%	2	1	50%	0	0	0%	0	0	0%	0	0	0%
C & YPS Statutory	18	12	15	83%	11	92%	16	13	81%	12	5	42%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS Non-Statutory	2	7	2	100%	7	100%	2	2	100%	7	7	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Chief Executive's	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	2	1	2	100%	1	100%	2	1	50%	1	1	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Environment	13	2	13	100%	2	100%	1	1	100%	2	2	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Service Direct	7	6	1	14%	6	100%	7	4	57%	6	6	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Treasurer	1	0	0	0%	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
TOTAL	76	65	55	72%	63	97%	54	43	80%	30	23	77%	5	3	60%	1	0	0%	0	0	0%	0	0	0%