

COMPLAINTS BY NUMBER

Quarter Ended: 1 July 2008 - 30 September 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	17	25	18	15	25	16	11	10	4	5	24	16	0	7	3	0	0	1	1	6	1	0	1	0	0	0	1	0
A & CS Non-Statutory	1	9	0	0	1	1	0	7	0	0	1	0	1	1	0	1	0	0	1	0	1	0	0	0	0	0	1	0
C & YPS * Statutory	11	14	14	11	8	8	13	6	1	0	7	8	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
C & YPS * Non-Statutory	2	3	1	12	1	1	1	2	0	0	0	0	1	1	0	0	0	0	1	1	0	0	0	0	0	0	0	0
Chief Executive's	3	0	3	0	0	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	2	2	2	2	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Environment	6	10	6	6	0	4	3	0	3	3	0	0	0	5	0	1	0	1	0	3	0	1	0	0	0	0	0	1
Service Direct	2	9	2	8	0	1	0	4	2	5	0	1	0	0	0	0	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	0	0	0	0
<b>TOTAL</b>	<b>44</b>	<b>72</b>	<b>46</b>	<b>54</b>	<b>35</b>	<b>31</b>	<b>30</b>	<b>29</b>	<b>13</b>	<b>15</b>	<b>32</b>	<b>25</b>	<b>2</b>	<b>14</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>

\* Performance Data unavailable at time of printing

COMPLAINTS BY TYPE

Quarter Ended: 1 July 2008 - 30 September 2008

(Comparative data for 2007 is shaded)

Service	No's Rec'd		Poor Service		Delay		Staff Conduct		Equalities		Other		TOTAL	TOTAL	
A & CS Statutory	17	25	6	9	0	2	5	5	0	0	6	10	17	26	*
A & CS Non-Statutory	1	9	1	8	0	0	0	1	0	0	0	0	1	9	
C & YPS Statutory	11	14	3	4	0	0	3	6	0	0	4	4	10	14	
C & YPS Non-Statutory	2	3	0	1	0	0	1	1	0	0	1	1	2	3	
Chief Executive's Office	3	0	2	0	0	0	0	0	1	0	0	0	3	0	
Corporate Services	2	2	2	2	0	0	0	0	0	0	0	0	2	2	
Environment	6	10	4	6	1	0	0	1	0	0	1	3	6	10	
Service Direct	2	9	0	3	0	0	2	5	0	0	0	1	2	9	
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>TOTAL</b>	<b>44</b>	<b>72</b>	<b>18</b>	<b>33</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>19</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>19</b>	<b>43</b>	<b>73</b>	*
		%	42%	45%	2%	3%	26%	26%	2%	0%	28%	26%			

\* A complaint may be categorised as more than one type

COMPLAINTS BY PERFORMANCE

Quarter Ended: 1 July 2008 - 30 September 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	%	In target	%	No's resol	In target	%	No's resol	In target	%	No's resol	In target	%	No's resol	In target	%	No's resol	In target	%	No's resol	In target	%
A & CS Statutory	17	25	16	94%	24	96%	16	10	63%	19	17	89%	3	2	67%	1	1	100%	1	1	100%	0	0	0%
A & CS Non-Statutory	1	9	1	100%	9	100%	0	0	0%	7	7	100%	0	0	0%	1	1	100%	0	0	0%	0	0	0%
C & YPS Statutory	11	14	11	100%	13	93%	15	14	93%	6	1	17%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS Non-Statutory	2	3	2	100%	3	100%	1	1	100%	2	1	50%	0	0	0%	1	0	0%	0	0	0%	0	0	0%
Chief Executive's	3	0	3	0%	0	0%	3	2	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Corporate Services	2	2	2	100%	0	0%	2	2	100%	2	0	0%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Environment	6	10	6	100%	10	100%	6	6	100%	1	1	100%	0	0	0%	1	0	0%	0	0	0%	0	0	0%
Service Direct	2	9	2	100%	9	100%	2	2	100%	8	7	88%	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>44</b>	<b>72</b>	<b>43</b>	<b>98%</b>	<b>68</b>	<b>94%</b>	<b>45</b>	<b>37</b>	<b>82%</b>	<b>26</b>	<b>17</b>	<b>65%</b>	<b>3</b>	<b>2</b>	<b>67%</b>	<b>4</b>	<b>0</b>	<b>0%</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>