

COMPLAINTS BY NUMBER

APPENDIX 1

Quarter Ended: 1 October 2008 - 31 December 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	23	13	10	19	22	11	7	12	1	3	19	7	4	2	1	3	0	2	3	2	0	0	0	0	0	0	0	0	0
A & CS Non-Statutory	0	25	0	21	1	1	0	6	0	18	0	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	1	0
C & YPS Statutory	16	18	4	7	13	3	4	15	0	0	11	3	1	1	0	0	0	1	2	0	0	0	0	0	0	N/A	0	N/A	
C & YPS Non-Statutory	4	3	3	10	1	0	1	2	2	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	N/A	0	N/A	
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	0
Corporate Services	1	3	0	2	1	1	0	0	0	0	0	0	1	3	0	0	0	2	0	1	1	1	0	0	0	0	1	1	
Environment	9	10	6	8	3	2	2	0	4	6	1	1	2	1	0	0	0	0	2	1	0	1	0	0	0	0	0	1	
Service Direct	12	11	10	7	2	0	4	4	6	7	2	0	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	
TOTAL	65	83	33	74	43	18	18	39	13	34	34	11	8	8	1	3	0	5	7	5	2	3	0	1	0	0	2	2	

COMPLAINTS BY TYPE

Quarter Ended: 1 October 2008 - 31 December 2008

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Service	No's Rec'd		Poor Service		Delay		Staff Conduct		Equalities		Other		TOTAL	TOTAL	
A & CS Statutory	23	13	9	4	1	0	6	2	0	0	7	12	23	18	*
A & CS Non-Statutory	0	25	0	23	0	0	0	2	0	0	0	0	0	25	
C & YPS Statutory	16	18	10	9	0	0	4	5	0	0	2	7	16	21	
C & YPS Non-Statutory	4	3	0	1	0	0	2	1	0	0	2	2	4	4	
Chief Executive's Office	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Corporate Services	1	3	0	3	0	0	0	0	1	0	0	0	1	3	
Environment	9	10	0	4	1	0	1	1	0	0	7	5	9	10	
Service Direct	12	11	5	3	0	0	7	5	0	0	0	3	12	11	
Treasurer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
TOTAL	65	83	24	47	2	0	20	16	1	0	18	29	65	92	*
		%	37%	51%	3%	0%	31%	17%	2%	0%	28%	32%			

* A complaint may be categorised as more than one type

COMPLAINTS BY PERFORMANCE

Quarter Ended: 1 October 2008 - 31 December 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	23	13	20	87%	13	100%	14	11	79%	18	16	89%	2	1	50%	5	4	80%	1	1	100%	0	0	0%
A & CS Non-Statutory	0	25	0	0%	25	100%	0	0	0%	24	24	100%	0	0	0%	0	0	0%	1	0	0%	0	0	0%
C & YPS Statutory	16	18	16	100%	18	100%	5	5	100%	15	12	80%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
C & YPS Non-Statutory	4	3	4	100%	3	100%	3	3	100%	2	2	100%	0	0	0%	0	0	0%	0	0	0%	1	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	1	3	1	100%	3	100%	0	0	0%	0	0	0%	1	0	0%	3	0	0%	0	0	0%	0	0	0%
Environment	9	10	9	100%	10	100%	6	5	83%	1	1	100%	0	0	0%	0	0	0%	0	0	0%	0	0	0%
Service Direct	12	11	12	100%	11	100%	10	10	100%	11	11	100%	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%
TOTAL	65	83	62	95%	83	100%	38	34	89%	53	50	94%	3	1	33%	8	4	50%	2	1	50%	1	0	0%