

Complaints Statistics

2008/2009

| Total number of complaints received – 2008/2009 | Stage 1 | Stage 2 | Stage 3 | LGO |
|---|----------------|----------------|----------------|------------|
| Adult social care | 91 | | | 2 |
| Asset management | 28 | 1 | 1 | 1 |
| Audit and performance improvement | 1 | | | |
| Children's social care and safeguarding | 59 | | | 3 |
| Children & young people's wellbeing and targeted services | 128 | | | 2 |
| Culture, Community Safety, Regeneration & Business | 144 | 4 | 2 | 1 |
| Customer services | 44 | 1 | | |
| Democratic and community engagement | 3 | | | 2 |
| Environment and public protection | 105 | | 6 | |
| Finance | 18 | | | |
| Health improvement and development | 2 | | | |
| Housing management | 321 | 7 | 2 | 4 |
| HR | 2 | | | |
| Information service | 1 | | | |
| Legal, licensing and registrars | 7 | | | |
| Planning services | 18 | 2 | 4 | 7 |
| Community housing | 34 | 1 | 1 | |
| Revenues and benefits | 83 | 1 | | 2 |
| Transport & Street Management | 203 | 6 | 1 | 4 |
| Total number of complaints received | 1192 | 15 | 17 | 35 |

2009/2010

| Total number of complaints received – 2009/2010 to end of December 2009 | Stage 1 | Stage 2 | Stage 3 | LGO |
|--|----------------|----------------|----------------|------------|
| Adult and family learning | 1 | | | 2 |
| Adult social care | 35 | | | 2 |
| Asset management | 5 | 1 | | |
| Audit and performance improvement | | | | |
| Building schools for the future | | | | |
| Children’s social care and safeguarding | 31 | | | 1 |
| Children & young people’s wellbeing and targeted services | 4 | | | 3 |
| Community safety | 10 | | | |
| Culture | 106 | 2 | 1 | 2 |
| Customer services | 12 | 3 | 1 | |
| Democratic and community engagement | 7 | 1 | | |
| Environment and public protection | 47 | 3 | 1 | 2 |
| Finance | 7 | 2 | 1 | |
| Health improvement and development | | | | |
| Housing management | 135 | 8 | 1 | 4 |
| HR | 3 | | | |
| Information service | 1 | | | |
| Legal, licensing and registrars | 5 | | | |
| Planning services | 17 | 5 | 4 | 3 |
| Regeneration and community housing | 9 | 1 | 1 | |
| Revenues and benefits | 35 | 3 | 2 | |
| Transport and street management | 86 | 5 | | 2 |
| Total number of complaints received | 556 | 22 | 12 | 21* |

- Please note some Local Government Ombudsman complaints cover more than one service.

Complaints received by month

