

APPENDIX 3

CHIEF EXECUTIVE'S OFFICE COMPLAINTS MONITORING REPORT

QUARTER 3 (1 October – 31 December 2009)

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears**)

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
2	50%	85%	One complaint was responded to 3 days late due to the relevant staff members being unavailable to respond to the issues raised..

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	0	N/A	85%	N/A
Ombudsman	0	N/A		

Note: the number may relate to a complaint responded to in a previous period.