

## CENTRAL SERVICES COMPLAINTS MONITORING REPORT

### QUARTER 3 (October to 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 Stage 1 complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
4	50%	85%	1 was two days over due to the complaint involving two departments and the other was three days over (a holding letter was sent to the customer)

**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	0	85%	
Ombudsman	0	N/A		

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

The number of complaints that were upheld or part upheld detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
No complaints were upheld/part upheld				