

**CENTRAL SERVICES
COMPLAINTS MONITORING REPORT**

QUARTER 4 (January to March 2010)

(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
3	67%	85%	1 complaint (22 days) – initially forwarded to the wrong service

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	1	0%	85%	1 complaint (37 days) - delay in arranging a meeting with the complainant though a letter was sent
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
Stage 2 Complaint against Staff	Part-upheld	Moirra Patrick	Redress – A meeting was arranged and the complainant is happy with the outcome of the meeting	17/12/2009