

## Complaints informal and Formal 2006/07

	April 2003 to March 2004	April 2004 to March 2005	April 2005 to September 2005	October to March 2006	April 06 To March 07		
<b>Chief Executive including HR</b>	0	0	0	1	4		
<b>County Secretary &amp; Solicitor</b>	5	5	12	-	-		
<b>County Treasurer</b>	43	15	9	-	-		
<b>Resources</b>	-	-	-	9	23		
<b>Property Services</b>	1	0	-	-	-		
<b>Education</b>	30	11	6	-	-		
<b>Children's Services</b>	-	-	-	83	-		
<b>Environmental Health and Trading Standards</b>	16	12	6	18	29		
<b>Highways and Transportation</b>	30	21	5	3	10		
<b>Planning</b>	15	22	25	5	33		
<b>Social Care – Adults</b>	104	88	39	-	-		
<b>Social Care – Children</b>	23	27	17	-	-		
<b>Strategic Housing</b>	18	11	9	-	-		
<b>Adult &amp; Community Services And children's Services</b>	-	-	-	9	132		
<b>Policy &amp; Community</b>	8	39	15	-	-		
<b>Corporate &amp; Customer Services</b>	-	-	-	14	14		
<b>Diversity</b>	-	-	-	21			
<b>TOTAL</b>	<b>293</b>	<b>251</b>	<b>138</b>	<b>176</b>	<b>314</b>		