

## Complaints informal and Formal 2007/08

	April 2003 to March 2004	April 2004 to March 2005	April 2005 to September 2005	October to March 2006	April 06 To March 07	April 07 To March 08	
<b>Chief Executive including HR</b>	0	0	0	1	4	5	
<b>Legal and Democratic Services</b>	5	5	12	-	-	-	
<b>Benefits</b>	43	15	9	-	-	-	
<b>Resources</b>	-	-	-	9	23	12	
<b>Property Services</b>	1	0	-	-	-	-	
<b>Education</b>	30	11	6	-	-	5	
<b>Children's Services</b>	-	-	-	83	-	TBC	
<b>Environmental Health and Trading Standards</b>	16	12	6	18	29	24	
<b>Highways and Transportation</b>	30	21	5	3	10	13	
<b>Planning</b>	15	22	25	5	33	30	
<b>Social Care – Adults</b>	104	88	39	-	-	29	
<b>Social Care – Children</b>	23	27	17	-	-	16	
<b>Strategic Housing</b>	18	11	9	-	-	17	
<b>Adult &amp; Community Services And children's Services</b>	-	-	-	9	132	18	
<b>Third Party Providers</b>	-	-	-	-	-	57	
<b>Policy &amp; Community</b>	8	39	15	-	-	-	
<b>Corporate &amp; Customer Services</b>	-	-	-	14	14	79	
<b>Diversity</b>	-	-	-	21		32	
<b>TOTAL</b>	<b>293</b>	<b>251</b>	<b>138</b>	<b>176</b>	<b>314</b>	<b>337</b>	