

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	
Chief Executive including HR	0	0	0	1	4	5	
County Secretary & Solicitor	5	5	12	-	-	-	
County Treasurer	43	15	9	-	-	-	
Resources	-	-	-	9	23	12	
Property Services	1	0	-	-	-	-	
Education	30	11	6	-	-	5	
Children's Services	-	-	-	83	-	-	
Environmental Health and Trading Standards	16	12	6	18	29	24	
Highways and Transportation	30	21	5	3	10	13	
Planning	15	22	25	5	33	30	
Social Care – Adults	104	88	39	-	-	29	
Social Care – Children	23	27	17	-	-	16	
Strategic Housing	18	11	9	-	-	17	
Community Services	-	-	-	9	132	18	
Third Party Provider						57	
Policy & Community	8	39	15	-	-	-	
Corporate & Customer Services	-	-	-	14	14	79	
Diversity	-	-	-	21	14	32	
TOTAL	293	251	138	176	259	200	