

**Appendix B**

**Complaints, formal and informal, received 2005/06**

	<b>April 2003 to March 2004</b>	<b>April 2004 to March 2005</b>	<b>April 2005 to September 2005</b>	<b>October to March 2006</b>	<b>Total 2005/06</b>
<b>Chief Executive including HR</b>	0	0	0	1	
<b>County Secretary &amp; Solicitor</b>	5	5	12	-	
<b>County Treasurer</b>	43	15	9	-	
<b>Resources</b>	-	-	-	9	
<b>1. Property Services</b>	1	0	-	-	
<b>Education</b>	30	11	6	-	
<b>Children's Services</b>	-	-	-	83	
<b>2. Environmental Health and Trading Standards</b>	16	12	6	18	
<b>3. Highways and Transportation</b>	30	21	5	3	
<b>4. Planning</b>	15	22	25	5	
<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</b>	-	-	-	9	
<b>Policy &amp; Community</b>	8	39	15	-	
<b>Corporate &amp; Customer Services</b>	-	-	-	14	
<b>Diversity</b>	-	-	-	21	
<b>TOTAL</b>	<b>293</b>	<b>251</b>	<b>138</b>	<b>176</b>	<b>314</b>