

Complaints from MPs

| 2009-10 (to 3 August) | Complaints to the Chief Executive's office | CED (Other units in Chief Executive's Dept) | KASS Kent Adult Social Services | CMY Communities | CFE Children, Families & Education | E, H & W Environment, Health & Waste |
|--------------------------------------|---|---|---------------------------------|-----------------|------------------------------------|---|
| | Total 173 complaints received, 20 of these from MPs | <i>No data</i> | <i>No data</i> | <i>No data</i> | <i>No data</i> | |
| Adult Social Services | 3 | | | | | |
| Children's Social Services/Personnel | 1 | | | | | |
| Children's Social Services | 2 | | | | | |
| Education | 3 | | | | | |
| Adult Learning | 1 | | | | | |
| Kent Freedom Pass | 5 | | | | | |
| Kent Highway Services | 3 | | | | | |
| Environment & Waste | 1 | | | | | 1 withdrawal of grants for cotton nappies |
| Fly tipping | 1 | | | | | |

| 2008-2009 | Complaints to the Chief Executive's office | CED (Other units in Chief Executive's Dept) | KASS Kent Adult Social Services | CMY Communities | CFE Children, Families & Education | E&R Environment & Regeneration |
|-------------------------------|--|---|---------------------------------|--|------------------------------------|---|
| | Total 436 complaints received, 40 from MPs | | 111 enquiries 1 from MP | 7 from MPs | | <i>No data</i> Not able to identify between MP or public complaint |
| Adult Social Services | 4 | | 1 | | | |
| Finance | 1 | 1 | | | | |
| Finance/Kent Highway Services | 1 | | | | | |
| Personnel | 4 | 4 | | | | |
| Commercial Services | 2 | | | | | |
| Property | 2 | 2 | | | | |
| Policy | 1 | 1 | | | | |
| Children's Social Services | 5 | | | | 11 complaints 76 enquiries * | |
| Education | 7 | | | | 25 complaints 128 enquiries* | |
| Special Educational Needs | 1 | | | | | |
| School Transport | 1 | | | | | |
| Coroners | 1 | | | 2 Civil marriage licence process & contracts for Coroner's removals | | |
| Communities | 1 | | | 5 ** | | |
| Public Rights of Way | 1 | | | | | |
| Country Parks | 1 | | | | | |
| Kent Highway Services | 7 | | | | | |

* NB – a new database was introduced for education services part way through 2007/08 so the figures are not full year figures and are not directly comparable with the 2008/09 figures.

** (1 x TS – outcome of investigation, 1 X youth service – youth centre opening hours, 1 X KAES – provision in Dartford and Gravesham, 2 libraries & archives – blocking of legitimate websites when using library computers & library provision in Folkestone)

| 2007-2008 | Complaints to the Chief Executive's office | CED (Other units in Chief Executive's Dept | KASS Kent Adult Social Services | CMY Communities | CFE Children, Families & Education | E&R Environment & Regeneration |
|--|--|--|---------------------------------|---------------------------|------------------------------------|---|
| | Total 382 complaints received, 45 from MPs | | 136 enquiries 5 from MPs | 2 from MPs | | <i>No data</i> Not able to identify between MP or public complaint |
| Adult Social Services (16 about planned closure of the Q E Foundation Resource Centre) | 19 | | 5 | | | |
| Adult Social Services/Coroners | 1 | | | | | |
| Finance | 4 | 4 | | | | |
| Personnel | 1 | 1 | | | | |
| Law & Governance | 1 | 1 | | | | |
| Commercial Services | 1 | | | | | |
| Property/Kent Highway Services | 2 | | | | | |
| Children's Social Services | 2 | | | | 16 complaints 66 enquiries* | |
| Education | 4 | | | | 38 complaints 47 enquiries * | |
| Library Services | 2 | | | | | |
| Environment & Waste | 1 | | | | | |
| Kent Highway Services | 7 | | | | | |
| Communities | | | | 2 Both re: course cuts | | |

* NB – a new database was introduced for education services part way through 2007/08 so the figures are not full year figures and are not directly comparable with the 2008/09 figures.

| 2006-2007 | Complaints to the Chief Executive's office | CED (Other units in Chief Executive's Dept) | KASS Kent Adult Social Services | CMY Communities | CFE Children, Families & Education | E&R Environment & Regeneration |
|----------------------|--|--|------------------------------------|--|---------------------------------------|-----------------------------------|
| | Total 314 complaints received, Not able to identify between MP or public complaint | <i>No data</i> | <i>No data</i> | 8 from MPs | <i>No data</i> | <i>No data</i> |
| KAES | | | | 6 All re: course cuts | | |
| Libraries & Archives | | | | 2 Re-structure & large print books | | |