

1 July 2009

Our reference: **200900970**

Mrs Jeannie Erskine  
[request-9452-db0c0396@whatdotheyknow.com](mailto:request-9452-db0c0396@whatdotheyknow.com)

Dear Mrs Erskine,

I refer to your request for statistical information and to the email to you from David Robb, Director of Policy & Development on 17 June 2009.

First of all can I add my own apologies to those expressed by Mr Robb, for the fact that we have not provided you with the requested information before now. I hope the following information now satisfies your request.

Statistical information about Service Delivery Complaints is available on our website at <http://www.spsos.org.uk/how-complain/complaining-about-spsos>. You should be able to find all the information you require there, however if you have any difficulties please do let us know.

#### Challenges to Decisions / Comebacks

Year Received	Comeback / Challenge Level				Grand Total
	Complaints Investigator	Manager	Director / Deputy Ombudsman	Ombudsman	
2007-08	41	111	80	0	232
2008-09	144	16	148	51	359

#### Ongoing complaints at end of February 2009

Unfortunately it is not possible to capture the data retrospectively for the end of February as you requested, however we do have the equivalent data available for the end of March 2009, so I hope this will serve as a suitable alternative.

Month received	Number of cases open at end March 2009
Dec-05	2
Jan-06	2
Apr-06	1
May-06	1
Jun-06	1
Jul-06	1
Aug-06	1
Sep-06	1
Nov-06	3
Jan-07	1
Feb-07	1
Apr-07	1

May-07	4
Jun-07	5
Jul-07	1
Oct-07	3
Nov-07	2
Dec-07	5
Jan-08	2
Feb-08	4
Mar-08	7
Apr-08	13
May-08	10
Jun-08	12
Jul-08	25
Aug-08	18
Sep-08	19
Oct-08	28
Nov-08	34
Dec-08	31
Jan-09	56
Feb-09	72
Mar-09	133
Grand Total	500

I hope this is now in order and once again I apologise for the failure to supply the requested information sooner.

Yours sincerely,

Louise Rae  
Information Analyst