

## Complaints - 2009/10

<b>STAGE 1</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	0	71	48	23	0
Education, Culture, Schools & Leisure	4	77	73	8	4
Environment & Street Scene	0	169	161	8	3
Finance & Corporate Resources	14	303	311	6	5
Health & Adult Social Care	0	45	34	11	4
Place Shaping & Enterprise	1	12	13	0	0
<b>Totals</b>	19	677	640	56	16
<b>STAGE 2</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	0	0	0	0	0
Education, Culture, Schools & Leisure	1	1	2	0	1
Environment & Street Scene	0	0	0	0	0
Finance & Corporate Resources	3	1	4	0	2
Health & Adult Social Care	1	13	11	3	0
Place Shaping & Enterprise	0	0	0	0	0
<b>Totals</b>	5	15	17	3	3
<b>STAGE 3</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	0	1	0	1	0
Education, Culture, Schools & Leisure	0	4	4	0	0
Environment & Street Scene	3	23	18	8	1
Finance & Corporate Resources	0	12	8	4	0
Health & Adult Social Care	2	4	4	2	0
Place Shaping & Enterprise	1	9	9	1	1
<b>Totals</b>	6	53	43	16	2
<b>LGO</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Premature Complaint</b>
Chief Executive	0	4	3	1	2
Education, Culture, Schools & Leisure	0	16	15	1	1
Environment & Street Scene	1	15	14	1	3
Finance & Corporate Resources	0	26	22	4	13
Health & Adult Social Care	4	18	18	4	6
Place Shaping & Enterprise	4	14	15	2	9
<b>Totals</b>	9	93	87	13	34

## Complaints - 2010/11

<b>STAGE 1</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	23	39	44	18	1
Education, Culture, Schools & Leisure	8	5	5	8	0
Environment & Street Scene	8	130	132	6	5
Finance & Corporate Resources	6	253	243	16	13
Health & Adult Social Care	11	33	38	6	2
Place Shaping & Enterprise	0	33	28	5	2
<b>Totals</b>	<b>56</b>	<b>493</b>	<b>490</b>	<b>59</b>	<b>23</b>
<b>STAGE 2</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Health & Adult Social Care	3	39	33	9	2
<b>Totals</b>	<b>3</b>	<b>39</b>	<b>33</b>	<b>9</b>	<b>2</b>
<b>STAGE 3</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	1	1	2	0	1
Education, Culture, Schools & Leisure	0	3	2	1	0
Environment & Street Scene	8	21	21	8	1
Finance & Corporate Resources	4	6	8	2	0
Health & Adult Social Care	2	1	3	0	0
Place Shaping & Enterprise	1	22	15	8	1
<b>Totals</b>	<b>16</b>	<b>54</b>	<b>51</b>	<b>19</b>	<b>3</b>
<b>LGO</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Premature Complaint</b>
Chief Executive	1	1	0	2	0
Education, Culture, Schools & Leisure	1	22	7	16	0
Environment & Street Scene	1	21	1	20	0
Finance & Corporate Resources	4	16	2	18	0
Health & Adult Social Care	4	13	1	16	0
Place Shaping & Enterprise	2	23	9	16	1
<b>Totals</b>	<b>13</b>	<b>96</b>	<b>20</b>	<b>88</b>	<b>1</b>

## Complaints - 2011/12

<b>STAGE 1</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	18	31	22	27	3
Education, Culture, Schools & Leisure	8	0	1	7	0
Environment & Street Scene	6	81	80	7	3
Finance & Corporate Resources	16	201	202	15	5
Health & Adult Social Care	6	2	2	6	1
Place Shaping & Enterprise	5	52	30	27	3
<b>Totals</b>	<b>59</b>	<b>367</b>	<b>337</b>	<b>89</b>	<b>15</b>
<b>STAGE 2</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Health & Adult Social Care	9	36	32	13	2
<b>Totals</b>	<b>9</b>	<b>36</b>	<b>32</b>	<b>13</b>	<b>2</b>
<b>STAGE 3</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	0	0	0	0	0
Education, Culture, Schools & Leisure	1	0	1	0	0
Environment & Street Scene	8	23	22	9	0
Finance & Corporate Resources	2	14	12	4	1
Health & Adult Social Care	0	0	0	0	0
Place Shaping & Enterprise	8	34	26	16	0
<b>Totals</b>	<b>19</b>	<b>71</b>	<b>61</b>	<b>29</b>	<b>1</b>
<b>LGO</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Premature Complaint</b>
Chief Executive	2	1	1	2	0
Education, Culture, Schools & Leisure	16	1	1	16	0
Environment & Street Scene	20	5	0	25	0
Finance & Corporate Resources	18	2	0	20	0
Health & Adult Social Care	16	1	1	16	0
Place Shaping & Enterprise	16	2	2	16	0
<b>Totals</b>	<b>88</b>	<b>12</b>	<b>5</b>	<b>95</b>	<b>0</b>

## Complaints - April-September 2012

<b>STAGE 1</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	0	2	2	0	0
Environment	2	37	33	6	0
Finance, Resources and Customer Services	3	103	74	32	1
Health, Housing and Adult Social Care	4	55	49	10	3
Regeneration, Leisure & Culture	1	19	20	0	0
Schools & Children's Services	0	2	2	0	0
<b>Totals</b>	<b>10</b>	<b>218</b>	<b>180</b>	<b>48</b>	<b>4</b>
<b>FINAL STAGE</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Withdrawn</b>
Chief Executive	0	1	1	0	0
Enfield Homes	12	9	17	4	0
Environment	9	15	15	9	0
Finance, Resources and Customer Services	4	5	8	1	0
Health, Housing and Adult Social Care	3	2	3	2	0
Regeneration, Leisure & Culture	0	0	0	0	0
Schools & Children's Services	0	4	0	4	0
<b>Totals</b>	<b>28</b>	<b>36</b>	<b>44</b>	<b>20</b>	<b>0</b>
<b>LGO</b>					
<b>Department</b>	<b>B/Forward</b>	<b>Raised</b>	<b>Completed</b>	<b>Outstanding</b>	<b>Premature Complaint</b>
Chief Executive	0	0	0	0	0
Enfield Homes	1	9	6	4	0
Environment	3	4	5	2	1
Finance, Resources and Customer Services	3	4	6	1	2
Health, Housing and Adult Social Care	4	8	7	5	0
Regeneration, Leisure & Culture	0	0	0	0	0
Schools & Children's Services	2	9	6	5	0
<b>Totals</b>	<b>13</b>	<b>34</b>	<b>30</b>	<b>17</b>	<b>3</b>