

## Appendix B – ‘Your Voice’ Quarter 1 2012/13 data

### B1 Overall complaint response times

Service Area	Quarter 4 (11/12)				Quarter 1 (12/13)			
	Recd	Within	%	Status	Recd	Within	%	Status
Social Services Adults	11	5	45%	▼ R	14	11	79%	▲ R
Social Services Children	12	4	33%	▼ R	18	17	94%	▲ Y
Social Services combined	26	10	38%	▼ R	32	28	88%	▲ O
Business Planning and Performance	0	0	n/a	–	0	0	n/a	–
Legal and Democratic Services	0	0	n/a	–	1	1	100%	– G
Customer Services	1	1	100%	▲ G	4	4	100%	◀ G
Environment	24	24	100%	◀ G	26	25	96%	◀ G
Finance and Assets	8	6	75%	▲ R	7	5	71%	▼ R
Housing Services	21	1	5%	▼ R	26	21	81%	▲ O
Regeneration	1	1	100%	◀ G	1	1	100%	◀ G
Planning and Public Protection	19	18	95%	▲ G	17	17	100%	▲ G
Highways and Infrastructure	11	8	73%	▼ R	24	23	96%	▲ G
Leisure, Libraries and Community Development	14	12	86%	▼ A	9	9	100%	▲ G
Modernising Education	0	0	n/a	–	0	0	n/a	–
School Improvement and Inclusion	0	0	n/a	–	1	1	100%	– G
Other	1	0	0%	– R	1	1	100%	– G
	<b>126</b>	<b>81</b>	<b>64%</b>	<b>▼ R</b>	<b>149</b>	<b>136</b>	<b>91%</b>	<b>▲ Y</b>

### B2 Response times according to stage

	Count	Within	
Stage 1	137	125	91%
Stage 2	8	7	88%
Stage 3	3	3	100%
Ombudsman	1	1	100%
	<b>149</b>	<b>136</b>	<b>91%</b>

### B3 Compliments received

Service Area	No	
Social Services Adults	68	38%
Social Services Children	10	6%
Social Services combined	78	44%
Business Planning and Performance	0	0%
Legal and Democratic Services	1	1%
Customer Services	2	1%
Environment	42	24%
Finance and Assets	0	0%
Housing Services	24	14%
Regeneration	1	1%
Planning and Public Protection	7	4%
Highways and Infrastructure	12	7%
Leisure, Libraries and Community Development	10	6%
Modernising Education	0	0%
School Improvement and Inclusion	0	0%
	<b>177</b>	

**B4 Complaint categories**

