

Appendix 2

Public Services Ombudsman for Wales – complaints data

Table 4: summary of complaints made to the Public Services Ombudsman for Wales

Subject	2012/13	2011/12	2010/11
Adult Social Services	1	2	2
Benefits Administration	3	2	4
Children's Social Services	4	0	3
Community facilities, recreation and leisure	1	0	0
Education	2	2	4
Environment and Environmental Health	2	3	1
Finance and Taxation	2	1	0
Housing	7	9	3
Planning and building control	6	11	12
Roads and Transport	1	2	0
Agriculture and Fisheries	0	1	0
Various Other	9	5	2
Total	38	38	31

Chart 1: comparison of complaint outcomes with average outcomes, adjusted for population distribution

