

**Appendix 2: Complaints and commendations**

**Main areas of complaint and commendation in quarter 1 2007/08**

**Complaints**

Service Grouping/ Division	Q1 total	Main area(s)	Number
<b>CESC</b>	<b>46</b>		
Education & Culture	17	community education	4
		libraries & information services	12
Children & Adults' Social Care	29	children & young people's services	9
		service development team	6
		adults' services	5
<b>DNS</b>	<b>55</b>		
Performance & Business Services	10	unauthorised memorials	5
Community Protection	8	noise/ anti-social behaviour	5
Direct Services	19	street cleansing/ refuse/ recycling	15
		horticultural services/ highways	
Technical Services	2	street lighting	1
Housing	12	service rec'd/ problems with letters	7
Planning	3	planning application refusal	1
Regeneration	1	clearance area - house price	1
<b>Law &amp; Democracy</b>	<b>1</b>	Member's stationery details	1
<b>Policy, Perf. &amp; Comms.</b>	<b>2</b>	Stockton News	2
<b>Resources</b>	<b>13</b>	Taxation - procedural problems	8
<b>Tees Active</b>	<b>12</b>	showers	2
		procedures	5
		swimming	1
<b>Tristar</b>	<b>44</b>	neighbour disputes	5
		repairs admin. & procedures	6
		gas servicing	3
		staff attitude	5
		housing applications	4
		modernisation	5
<b>Total</b>	<b>173</b>		

## Commendations

Service Grouping/ Division	Q1 total	Main area(s)	Number
<b>CESC</b>	<b>124</b>		
Education & Culture	43	community education	8
		library & information services	22
		sports development service	6
Children & Adults' Social Care	81	adults' services	55
		support services	12
		children & young people's services	12
<b>DNS</b>	<b>189</b>		
Performance & Business Services	26	marriage & naming ceremonies	17
Community Protection	43	consumer advice staff	14
		trading standards enforcement	10
Direct Services	75	street cleansing/ refuse/ recycling/ horticultural services/ highways	41
		staffing	9
Technical Services	4	road safety	1
Housing	34	disabled adaptations	4
		staff helpfulness	8
Planning	3	service received	2
Regeneration	4	Stockton Business Centre facilities	1
<b>Law &amp; Democracy</b>	<b>10</b>	Democratic Services/ Legal litigation (licensing)	6 3
<b>Policy, Perf. &amp; Comms.</b>	<b>6</b>	Focus group feedback Disability Advisory Group	2 3
<b>Resources</b>	<b>4</b>	helpfulness of staff/ teams	3
<b>Tees Active</b>	<b>10</b>	swimming instruction creche enjoyed visit	4 1 1
<b>Tristar</b>	<b>58</b>	thanks to individuals thanks to teams	53 5
<b>Total</b>	<b>401</b>		

**Stockton Borough Council**

**2007/08 Complaints & Commendations Summary**

**Appendix - Quarter 1 covering the 3 months ended 30 June 2007**

<i><b>Complaints Received</b></i>	<b>Number received</b>						<b>Number received (in % terms)</b>					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
	Children, Education & Social Care Development & Neighbourhood Services	46				46	210	26.6%	-	-	-	26.6%
Law & Democracy	55				55	259	31.8%	-	-	-	31.8%	31.4%
Policy, Performance & Communications	1				1	3	0.6%	-	-	-	0.6%	0.4%
Resources	2				2	2	1.2%	-	-	-	1.2%	0.2%
Tees Active	13				13	28	7.5%	-	-	-	7.5%	3.4%
Tristar (Housing)	12				12	70	6.9%	-	-	-	6.9%	8.5%
<b>Total</b>	44				44	253	25.4%	-	-	-	25.4%	30.7%
<b>Total</b>	173	0	0	0	173	825						
CESC - Culture & Education	17				17	70	9.8%	-	-	-	9.8%	8.5%
CESC - Health & Social Care	29				29	140	16.8%	-	-	-	16.8%	17.0%

<i><b>Stage 1/2 Complaints Response Times</b></i>	<b>Number responded to within timescales</b>						<b>% responded to within timescales</b>					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
	Children, Education & Social Care Development & Neighbourhood Services	34				34	155	76.9%	-	-	-	76.9%
Law & Democracy	47				47	229	88.7%	-	-	-	88.7%	89.6%
Policy, Performance & Communications	1				1	1	100.0%	-	-	-	100.0%	90.0%
Resources	2				2	2	100.0%	-	-	-	100.0%	100.0%
Tees Active	13				13	28	100.0%	-	-	-	100.0%	100.0%
Tristar (Housing)	12				12	70	100.0%	-	-	-	100.0%	100.0%
<b>Total</b>	42				42	233	95.5%	-	-	-	95.5%	75.5%
<b>Total</b>	151	0	0	0	151	718						
CESC - Culture & Education	15				15	58	88.2%					95.9%
CESC - Health & Social Care	19				19	97	65.5%					51.3%

All Stage 1/2 complaints should be responded to within 10 working days, with the exception of CESC - Health & Social Care (28 days)

<i><b>Commendations</b></i>	<b>Number received</b>						<b>Number received (in % terms)</b>					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
	Children, Education & Social Care Development & Neighbourhood Services	124				124	317	30.9%	-	-	-	30.9%
Law & Democracy	189				189	957	47.1%	-	-	-	47.1%	60.8%
Policy, Performance & Communications	10				10	50	2.5%	-	-	-	2.5%	3.2%
Resources	6				6	1	1.5%	-	-	-	1.5%	0.1%
Tees Active	4				4	14	1.0%	-	-	-	1.0%	0.9%
Tristar (Housing)	10				10	82	2.5%	-	-	-	2.5%	5.2%
<b>Total</b>	58				58	328	14.5%	-	-	-	14.5%	20.8%
<b>Total</b>	401	0	0	0	401	1574						
CESC - Culture & Education	43				43	120	10.7%	-	-	-	10.7%	7.6%
CESC - Health & Social Care	81				81	214	20.2%	-	-	-	20.2%	13.6%

