

**Appendix 4 - Main areas of complaint and commendation in quarter 2 2007/08**

**Complaints**

Service Grouping/ Division	Q2 total	Main area(s)	Number
<b>CESC</b>	<b>54</b>		
Education & Culture	20	libraries & information services	6
		transport	5
Children & Adults' Social Care	34	children & young people's services	13
		service development team	7
<b>DNS</b>	<b>54</b>		
Performance & Business Services	9	unauthorised memorials	4
Community Protection	5	env health/ anti-social behaviour	2
Direct Services	13	street cleansing/ refuse/ recycling	7
		horticultural services/ highways	
Technical Services	5	street lighting	2
Housing	15	service received	7
Planning	6	planning applications	4
Regeneration	1	lack of information	1
<b>Law &amp; Democracy</b>	<b>27</b>	Corporate complaints re:Planning	22
<b>Policy, Perf. &amp; Comms.</b>	<b>0</b>		
<b>Resources</b>	<b>6</b>	Taxation - procedural problems	5
<b>Tees Active</b>	<b>34</b>	Splash - no music in aqua-fit session	9
		Forum - swimming lanes	3
<b>Tristar</b>	<b>53</b>	neighbour disputes	7
		staff attitude	8
		housing applications	4
		modernisation	7
<b>Total</b>	<b>228</b>		

## Commendations

Service Grouping/ Division	Q2 total	Main area(s)	Number
<b>CESC</b>	<b>92</b>		
Education & Culture	28	community education	9
		library & information services	12
Children & Adults' Social Care	64	adults' services	38
		children & young people's services	11
<b>DNS</b>	<b>238</b>		
Performance & Business Services	28	marriage & naming ceremonies	10
Community Protection	53	consumer advice staff	14
		trading standards enforcement	14
Direct Services	113	street cleansing/ refuse/ recycling/ horticultural services/ highways	101
	1	lighting repair	1
Housing	38	disabled adaptations	4
		staff helpfulness and service received	14
Planning	4	service received	3
Regeneration	1	staff support	1
<b>Law &amp; Democracy</b>	<b>18</b>		
		Legal - litigation	4
		Dem. Sers. - online voting registration	8
<b>Policy, Perf. &amp; Comms.</b>	<b>3</b>		
		Viewpoint positive feedback	2
		Disability Advisory Group	1
<b>Resources</b>	<b>9</b>		
		Helpfulness of staff	5
<b>Tees Active</b>	<b>31</b>		
		swimming instruction (Redheugh)	2
		creche & playgroup facilities (Pavillion)	18
		enjoyed visit (Castlegate Quay)	5
<b>Tristar</b>	<b>33</b>		
		thanks to individuals	30
		thanks to teams	3
<b>Total</b>	<b>424</b>		