

## Main areas of complaint and commendation in Quarter 3 2007/08

### Complaints

Service Grouping/ Division	Q3 total	Main area(s)	Number
<b>CESC</b>	<b>55</b>		
Education and Culture	16	Library & Information Services	7
		Community Education	4
Children's & Adults' Social Care	39	Children & Young People's Services	20
		Adults' Services	9
<b>DNS</b>	<b>68</b>		
Performance & Business Services	7	Unauthorised memorials	3
Community Protection	14	Anti-social behaviour/ parking	5
Direct Services	14	Refuse collection, street cleansing, horticultural services and recycling	7
Technical Services	5	Roadworks & street lighting	3
Housing	19	Letters, correspondence, service	14
Planning	8	Planning application	5
Regeneration	1	Staffing	1
<b>Law &amp; Democracy</b>	<b>3</b>	Electoral registration process	2
<b>Policy, Perf. &amp; Comms.</b>	<b>24</b>	Non-delivery of Building Schools for the Future Booklet/ Stockton News	23
<b>Resources</b>	<b>8</b>	Taxation - procedural problems	4
<b>Tees Active</b>	<b>37</b>	Swimming/ instructor	24
		removal of saunas from membership	7
<b>Tristar</b>	<b>47</b>	Repairs procedure	10
		Staff attitude	8
		Poor communication	6
		Modernisation	5
<b>Total</b>	<b>242</b>		

## Commendations

Service Grouping/ Division	Q3 total	Main area(s)	Number
<b>CESC</b>	<b>144</b>		
Education and Culture	30	Praise for staff in Libraries & Info. Services and Pupil & Student Support	24
Children's & Adults' Social Care	114	Ch & YP - special needs play scheme Intermediate Care - praise for staff	47 37
<b>DNS</b>	<b>197</b>		
Performance & Business Services	29	Events Team/ fireworks display marriage ceremonies/	23
Community Protection	32	Trading Standards & Licencing Enforcement	15
Direct Services	104	Consumer Advice Refuse collection, street cleansing, horticultural services and recycling	7 56
		Highway maintenance	13
Technical Services	2	Customer Services	15
Housing	27	Lowering kerbs	2
		Disabled adaptations	20
Regeneration	2	Thanks to staff	2
Neighbourhood Management	1	Thanks to staff/ service received	2
		Staff commendation	1
<b>Law &amp; Democracy</b>	<b>7</b>	litigation - thanks to staff	
<b>Policy, Perf. &amp; Comms.</b>	<b>2</b>	Stockton News positive feedback	2
<b>Resources</b>	<b>12</b>	Helpfulness of staff/ teams	5
<b>Tees Active</b>	<b>18</b>	Playgroup facilities	4
		Thanks to staff	4
		Weight management class	2
<b>Tristar</b>	<b>54</b>	Thanks to staff	48
		Thanks to teams	6
<b>Total</b>	<b>434</b>		