

Main areas of complaint and commendation in Quarter 4 2007/08

Complaints

Service Grouping/ Division	Q4 total	Main area(s)	Number
CESC	53		
Education and Culture	13	Pupil & Student Support	2
		Community Education	5
Children's & Adults' Social Care	40	Children & Young People's Services	25
		Adults' Services	9
DNS	56		
Performance & Business Services	4	Unauthorised memorials	2
Community Protection	14	Noise & anti-social behaviour/ consumer advice/ dog fouling/ parking	10
Direct Services	14	Refuse collection, highways, bulky waste and recycling	9
Technical Services	10	Roadworks & street lighting	4
Housing	7	Letters, correspondence, service	4
Planning	6	Planning application	3
Regeneration	1	Staffing	1
Law & Democracy	6		
		Electoral registration process	2
		Conveyancing	3
Policy, Perf. & Comms.	23		
		Non-delivery of Stockton News	
Resources	13		
		Taxation - procedural problems	3
		Transactional HR	4
Tees Active	23		
		Swimming	2
		Class numbers	8
		Gym aircon (Splash)	4
Tristar	46		
		Repairs procedure	7
		Staff attitude	5
		Neighbour disputes	6
		Modernisation	5
		Gas servicing	5
Total	220		

Commendations

Service Grouping/ Division	Q4 total	Main area(s)	Number
CESC	110		
Education and Culture	44	Libraries, Sports Development & Community Education	33
Children's & Adults' Social Care	66	Children & Young People's Services Adults' Services Support Services	10 43 10
DNS	173		
Performance & Business Services	15	Staff commendation/ customer service/ marriage ceremonies	7
Community Protection	22	Trading Standards & Consumer Advice Consumer Advice	15
Direct Services	88	Refuse collection, customer service, horticultural services, street cleansing and highway maintenance	74
Technical Services	9	Road works, blue badge scheme	3
Housing	32	Thanks to staff	11
Regeneration	5	Thanks to staff/ service received	2
Planning	2	Staff commendation	2
Law & Democracy	1	Thanks to staff	1
Policy, Perf. & Comms.	2	Diversity event feedback Congratulations on CPA results	1 1
Resources	12	Helpfulness of staff/ teams	10
Tees Active	22	Creche/ playgroup facilities Thanks to staff Works experience	4 2 3
Tristar	28	Thanks to staff	26
Total	348		

