

Main areas of complaint and commendation in Quarters 1 & 2 of 2008/09

Complaints

Service Grouping/ Division	Q1 & Q2	Main area(s)	Number
CESC	103		
Education and Culture	44	Community Education	19
		Libraries & Information Services	7
		SIRF	6
Children's & Adults' Social Care	59	Children & Young People's Services	33
		Adults' Services	7
		Support Services	7
DNS	133		
Performance & Business Services	6	Memorials	2
Community Protection	25	Dog fouling/ manner of investigation/ anti social behaviour	9
Direct Services	44	Highway maintenance/ refuse coll./ horticulture/ recycling/ st cleansing	32
Technical Services	16	Roadworks/ car parking & st.lighting	9
Housing	18	Staff/ service/ delays	8
Planning	22	Planning & building control apps.	14
Regeneration	2	Funding & regeneration	2
Law & Democracy	2	Canvassing	1
Policy, Perf. & Comms.	0	n/a	
Resources	12	Council Tax admin	3
		Contact centre	3
Tees Active	44	Canx of Active & aquafit classes	9
		Swimming lessons	4
		Change to bar refreshments	4
Tristar	128	Estate issues	37
		Procedures	19
		Staff attitude	16
Total	422		

Commendations

Service Grouping/ Division	Q1 & Q2	Main area(s)	Number
CESC	185		
Education and Culture	64	Libraries & Sports Development	26
		Community Education	16
		Pupils & Student Support	10
Children's & Adults' Social Care	121	Children & Young People's Services	23
		Adults' Services	75
		Support Services	23
DNS	433		
Performance & Business Services	65	Marriage ceremonies/ family research/ naming ceremony	22
Community Protection	103	Trading Standards/ Consumer Advice/ Licensing Enforcement & Admin.	77
Direct Services	177	Refuse collection/ customer service/ horticultural services/ street cleansing/ recycling and highway maintenance	125
Technical Services	14	Staff commendations	10
Housing	63	Thanks to staff	21
		Service provided by disabled adaptations and LCEA team	21
Regeneration	6	Staff commendations	4
Planning	5	Staff commendation	5
Law & Democracy	8		
		Staff commendation	4
		Connexions disaggregation	2
Policy, Perf. & Comms.	22		
		Viewpoint	22
Resources	13		
		Council Tax admin	7
		Land Ownership	3
Tees Active	42		
		Creche/ playgroup facilities	12
		Thanks to staff/ coaches	20
Tristar	83		
		Thanks to staff and teams	83
Total	786		

