

**Main areas of complaint and commendation in Quarter 4 of 2008/09**

**Complaints**

<b>Service Grouping/ Division</b>	<b>Q4</b>	<b>Main area(s)</b>	<b>Number</b>
<b>CESC</b>	<b>108</b>		
Education and Culture	75	Community Education	36
		Tees Valley Music Service	22
Children's & Adults' Social Care	33	Children & Young People's Services	13
		Service Development Team	9
		Adults' Services	5
<b>DNS</b>	<b>65</b>		
Performance & Business Services	2	Memorials	1
Community Protection	18	Enforcement/ investigations	11
Direct Services	12	Highway maintenance/ refuse coll./ horticulture/ recycling/ street cleansing	5
Technical Services	15	Traffic management - roads	5
Housing	11	Service/ delays	7
Planning	4	Planning & building control applics.	4
Regeneration	3	Funding & regeneration	1
<b>Law &amp; Democracy</b>	<b>0</b>	n/a	
<b>Policy, Perf. &amp; Comms.</b>	<b>0</b>	n/a	
<b>Resources</b>	<b>4</b>	Council Tax admin	2
		Contact centre	1
<b>Tees Active</b>	<b>24</b>	Facilities	9
		Access to busy rink	3
<b>Tristar</b>	<b>33</b>	Staff attitude	9
		Access to services	5
		Communication/ admin	7
<b>Total</b>	<b>234</b>		

## Commendations

Service Grouping/ Division	Q4	Main area(s)	Number
<b>CESC</b>	<b>107</b>		
Education and Culture	46	Libraries & Information Services	20
		Pupils & Student Support	10
		Specialist Learning Support	5
Children's & Adults' Social Care	61	Children & Young People's Services	24
		Adults' Services	24
		Support Services	15
<b>DNS</b>	<b>188</b>		
Performance & Business Services	19	Marriage ceremonies/ family research/ Stocktonroots website	8
Community Protection	63	Trading Standards/ Consumer Advice/ Licensing Enforcement/ Public health	44
Direct Services	49	Refuse collection/ customer service/ horticultural services/ street cleansing/ recycling and highway maintenance	37
Technical Services	14	Staff commendations	10
Housing	27	Staff commendations/ service provided by disabled adaptations and LCEA team	17
Regeneration	15	Staff commendations	9
Planning	1	Staff commendations	1
<b>Law &amp; Democracy</b>	<b>8</b>	Mayoral/ civic functions	
<b>Policy, Perf. &amp; Comms.</b>	<b>4</b>	Staff commendation	3
		Consultation training	1
<b>Resources</b>	<b>2</b>	Helpfulness of teams	1
		Quality of work	1
<b>Tees Active</b>	<b>11</b>	Swimming Festival	3
		Lessons	4
<b>Tristar</b>	<b>39</b>	Thanks to staff and teams	37
<b>Total</b>	<b>359</b>		

