

Stockton Borough Council

2009/10 Complaints, Compliments & Commendations and Comments Sum

Appendix - Quarter 1 covering the 3 months ended 30 June 2009

Complaints Received

	Number received						Number received (in % terms)					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	44				44	267	23.4%	-	-	-	23.4%	31.3%
Development & Neighbourhood Services	65				65	252	34.6%	-	-	-	34.6%	29.6%
Law & Democracy	2				2	4	1.1%	-	-	-	1.1%	0.5%
Policy, Performance & Communications	0				0	0	0.0%	-	-	-	0.0%	0.0%
Resources	16				16	22	8.5%	-	-	-	8.5%	2.6%
Tees Active	25				25	100	13.3%	-	-	-	13.3%	11.7%
Tristar (Housing)	36				36	207	19.1%	-	-	-	19.1%	24.3%
Total	188	0	0	0	188	852						
CEC - Culture & Education	3				3	139	1.6%	-	-	-	1.6%	16.3%
CEC - Health & Social Care	41				41	128	21.8%	-	-	-	21.8%	15.0%

Stage 1/2 Complaints Response Times

	Number responded to within timescales						% responded to within timescales					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	21				21	197	76.5%	0.0%	0.0%	0.0%	76.5%	73.7%
Development & Neighbourhood Services	54				54	219	94.7%				94.7%	89.7%
Law & Democracy	2				2	4	100.0%				100.0%	100.0%
Policy, Performance & Communications	n/a				0	0	n/a				n/a	n/a
Resources	16				16	22	100.0%				100.0%	100.0%
Tees Active	25				25	100	100.0%				100.0%	100.0%
Tristar (Housing)	27				27	158	79.4%				79.4%	79.0%
Total	145	0	0	0	145	700						
CEC - Culture & Education	3				3	133	100.0%				100.0%	92.1%
CEC - Health & Social Care	18				18	64	52.9%				52.9%	47.2%

Compliments and Commendations

	Number received						Number received (in % terms)					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	85				85	400	21.9%	-	-	-	21.9%	26.2%
Development & Neighbourhood Services	207				207	839	53.2%	-	-	-	53.2%	55.0%
Law & Democracy	13				13	17	3.3%	-	-	-	3.3%	1.1%
Policy, Performance & Communications	8				8	28	2.1%	-	-	-	2.1%	1.8%
Resources	27				27	20	6.9%	-	-	-	6.9%	1.3%
Tees Active	19				19	70	4.9%	-	-	-	4.9%	4.6%
Tristar (Housing)	30				30	152	7.7%	-	-	-	7.7%	10.0%
Total	389	0	0	0	389	1526						
CEC - Culture & Education	35				35	173	9.0%	-	-	-	9.0%	11.3%
CEC - Health & Social Care	50				50	227	12.9%	-	-	-	12.9%	14.9%

Comments

	Number received						Number received (in % terms)					
	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total	Q1	Q2	Q3	Q4	This Year to Date	Last Year's Total
Children, Education & Social Care	15				15		3.9%	-	-	-	3.9%	

Development & Neighbourhood Services	55				55	14.1%	-	-	-	14.1%
Law & Democracy	1				1	0.3%	-	-	-	0.3%
Policy, Performance & Communications	0				0	0.0%	-	-	-	0.0%
Resources	3				3	0.8%	-	-	-	0.8%
Tees Active	13				13	3.3%	-	-	-	3.3%
Tristar (Housing)	10				10	2.6%	-	-	-	2.6%
Total	97	0	0	0	97					

CEC - Culture & Education	15				15	3.9%	-	-	-	3.9%
CEC - Health & Social Care	0				0	0.0%	-	-	-	0.0%