

Complaints Statistics
2010/2011

Total number of complaints received 2010/2011	Stage 1	Stage2	Stage 3	LGO
Adult Social Care	n/a	n/a	n/a	3
Asset Management	10			
Audit and Performance Management				
Children & Young People	21	4	1	6
Community Safety	22			
Cultural Services	112	4		
Customer, Community & Democratic Services	20	2	1	1
Environment & Public Protection	55	9	9	1
Finance	11	4	4	1
Health Improvement & Development				
Housing Management	217	13	9	5
Human Resources	5	1	1	
Information Service	3			
Legal, Licensing & Registrars	15	3	2	
Planning Services	18	7	3	6
Regeneration & Community Housing	19	2	2	2
Revenues & Benefits	67	4	4	1
Transport & Street Management	109	8	5	
Total number of complaints received	705	61	41	25*

*Please note some Local Government Ombudsman complaints cover more than one service

