



Targets for completing complaints received

The targets in **2006/7** for each stage were as follows :

- Stage 1 - to be completed within 10 working days
- Stage 2 - to be completed within 10 working days
- Stage 3 - to be completed within 20 working days
- Stage 4 - to be completed within 28 working days

From 1 July 2007 stage 3 complaints were dealt with by a councillors' panel.

The targets in **2007/8** for each stage were as follows :

- Stage 1 - to be completed within 10 working days
- Stage 2 - to be completed within 10 working days
- Stage 3 - to be completed within 35 working days
- Stage 4 - to be completed within 28 working days

2006/7	Stage 1	Stage 2	Stage 3	Stage 4
Q1	67%	72%	72%	71%
Q2	56%	60%	7%	77%
Q3	69%	73%	13%	81%
Q4	82%	82%	26%	90%
YTD	72%	65%	16%	78%
TOTAL RECEIVED	3017	435	92	94

2007/8	Stage 1	Stage 2	Stage 3	Stage 4
Q1	85%	91%	32%	100%
Q2	87%	83%	54%	67%
Q3	86%	75%	78%	94%
Q4	84%	73%	10%	100%
YTD	86%	82%	46%	91%
TOTAL RECEIVED	2601	297	27	41