

LBB Customer Complaints and Member Enquiry Highlight Report: April – November 2011

LBB CUSTOMER COMPLAINTS HIGHLIGHT REPORT APRIL - NOVEMBER 2011																
BOROUGHWIDE		A	M	J	J	A	S	O	N	D	J	F	M	A	Total	OPEN CASES
S1	No. Received	166	185	183	160	155	177	181	204						1411	21
	No. Responded Within	74	100	115	115	95	99	102	111						811	
	% Within	45% (R)	54% (R)	63% (R)	72% (R)	61% (R)	56% (R)	56% (R)	54% (R)						57% (R)	
	% Agreed	68%	62%	55%	51%	57%	48%	51%	44%						54%	
	% Partly Agreed	8%	15%	16%	18%	13%	13%	16%	17%						15%	
	% Not Agreed	24%	23%	29%	31%	30%	39%	28%	33%						30%	
S2	No. Received	36	46	45	43	53	46	41	19						329	6
	No. Responded Within	21	32	29	28	34	26	27	12						209	
	% Within	58% (R)	70% (R)	64% (R)	65% (R)	64% (R)	57% (R)	66% (R)	63% (R)						64% (R)	
	% Agreed	53%	44%	38%	44%	42%	37%	49%	42%						43%	
	% Partly Agreed	14%	22%	31%	18%	21%	9%	7%	21%						18%	
	% Not Agreed	33%	35%	31%	37%	34%	50%	41%	21%						36%	
S3	No. Received	4	9	13	11	4	5	8	1						55	4
	No. Responded Within	4	6	10	8	4	5	4	1						42	
	% Within	100% (G)	67% (R)	77% (A)	73% (R)	100% (G)	100% (G)	50% (R)	100% (G)						76% (A)	
	% Agreed	75%	44%	46%	45%	50%	20%	38%	0%						44%	
	% Partly Agreed	0%	33%	23%	36%	50%	60%	13%	100%						31%	
	% Not Agreed	25%	22%	31%	18%	0%	20%	0%	0%						18%	
LGO	No. Received	2	6	12	4	5	2	5	3						39	2
	No. Responded Within	2	6	10	4	4	2	5	3						36	
	% Within	100% (G)	100% (G)	83% (G)	100% (G)	80% (G)	100% (G)	100% (G)	100% (G)						92% (G)	

ME	No. Received	176	223	210	208	212	186	248	295						1758	1
	No. Responded Within	140	180	179	175	170	135	211	220						1410	
	% Within	80% (G)	81% (G)	85% (G)	84% (G)	80% (G)	73% (R)	85% (G)	75% (A)						80% (R)	
MP	No. Received	98	145	111	121	132	114	108	99						928	0
	No. Responded Within	64	114	86	89	94	89	78	75						689	
	% Within	65% (R)	79% (A)	77% (A)	74% (R)	71% (R)	78% (A)	72% (R)	76% (A)						74% (R)	
FOI	No. Received	61	97	98	66	125	102	78	128						755	40
	No. Responded Within	36	67	69	45	78	69	55	88						507	
	% Within	59% (R)	69% (R)	70% (R)	68% (R)	62% (R)	68% (R)	71% (R)	69% (R)						67% (R)	
DP	No. Received	10	6	11	15	10	8	3	3						66	1
	No. Responded Within	10	5	11	15	6	4	3	1						55	
	% Within	100% (G)	83% (G)	100% (G)	100% (G)	60% (R)	50% (R)	100% (G)	33% (R)						83% (G)	

Key

S1	Stage 1 complaints
S2	Stage 2 complaints
S3	Stage 3 complaints
LGO	Local Government Ombudsman complaints
ME	Member enquiries
MP	Member of Parliament enquiries
FOI	Freedom of Information requests
DP	Data Protection access requests

Rating

(R)	Red
(A)	Amber
(G)	Green