

Appendix D

Complaints and Member enquiries report End of Year 2012/13 and 2011/12

BOROUGHWIDE		2011/12					2012/13					OPEN CASES
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	
S1	No. Received	534	491	519	624	2170	625	668	498	550	2341	18
	No. Responded Within	289	309	295	408	1301	456	500	394	425	1775	
	% Within	54% (R)	63% (R)	57% (R)	65% (R)	60% (R)	73% (R)	75% (A)	79% (A)	77% (A)	76% (A)	
	% Agreed	61%	52%	47%	34%	48%	28%	25%	34%	23%	28%	
	% Partly Agreed	13%	14%	17%	31%	20%	37%	40%	28%	40%	37%	
	% Not Agreed	25%	34%	36%	34%	32%	35%	34%	37%	34%	35%	
S2	No. Received	127	149	105	149	530	161	140	101	88	490	34
	No. Responded Within	82	94	66	64	306	113	94	67	35	309	
	% Within	65% (R)	63% (R)	63% (R)	43% (R)	58% (R)	70% (R)	67% (R)	66% (R)	40% (R)	63% (R)	
	% Agreed	43%	42%	46%	48%	45%	32%	36%	45%	18%	33%	
	% Partly Agreed	24%	16%	15%	18%	18%	24%	29%	24%	22%	25%	
	% Not Agreed	33%	42%	39%	34%	37%	45%	36%	28%	24%	33%	
S3	No. Received	28	27	26	20	101	10	31	23	16	80	4
	No. Responded Within	21	20	16	15	72	8	27	20	13	68	
	% Within	75% (A)	74% (R)	62% (R)	75% (A)	71% (R)	80% (G)	87% (G)	87% (G)	81% (G)	85% (G)	
	% Agreed	46%	41%	35%	40%	40%	30%	45%	30%	25%	33%	
	% Partly Agreed	25%	41%	42%	45%	38%	20%	13%	30%	44%	27%	
	% Not Agreed	29%	18%	23%	15%	21%	40%	42%	30%	25%	34%	
LGO	No. Received	20	15	12	8	55	16	14	11	6	47	2
	No. Responded Within	19	14	12	7	52	15	13	11	5	44	
	% Within	95% (G)	93% (G)	100% (G)	88% (G)	95% (G)	94% (G)	93% (G)	100% (G)	83% (G)	94% (G)	
ME	No. Received	557	583	671	763	2574	885	797	825	743	3250	14
	No. Responded Within	468	467	541	638	2114	704	658	685	634	2681	
	% Within	84% (G)	80% (G)	81% (G)	84% (G)	82% (G)	80% (G)	83% (G)	83% (G)	85% (G)	83% (G)	
MP	No. Received	419	411	304	474	1608	410	506	380	370	1666	12
	No. Responded Within	309	304	220	347	1180	297	348	268	258	1171	
	% Within	74% (R)	74% (R)	72% (R)	73% (R)	73% (R)	72% (R)	69% (R)	71% (R)	70% (R)	70% (R)	
FOI	No. Received	256	293	283	327	1159	314	306	278	308	1206	60
	No. Responded Within	172	192	216	257	837	235	232	222	232	921	
	% Within	67% (R)	66% (R)	76% (A)	79% (A)	72% (R)	75% (A)	76% (A)	80% (G)	75% (A)	76% (A)	
DP	No. Received	27	33	11	23	94	34	32	45	52	163	10
	No. Responded Within	26	25	9	19	79	30	25	45	39	139	
	% Within	96% (G)	76% (A)	82% (G)	83% (G)	84% (G)	88% (G)	78% (A)	100% (G)	75% (A)	85% (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 and target

(R)	Red 0-74%
(A)	Amber 75-79%
(G)	Green 80%+