

# Appendix D

## Complaints and Member enquiries report Quarter 1 2012/13 and 2011/12

BOROUGHWIDE		2011/12					OPEN CASES	2012/13	
		Q1	Q2	Q3	Q4	Total		Q1	Open cases
S1	No. Received	534	491	519	624	2168	16	581	15
	No. Responded Within	289	309	295	401	1294		424	
	% Within	54% (R)	63% (R)	57% (R)	64% (R)	60% (R)		73% (R)	
	% Agreed	61%	52%	47%	33%	48%		29%	
	% Partly Agreed	13%	14%	17%	31%	19%		37%	
	% Not Agreed	25%	34%	36%	34%	32%		32%	
S2	No. Received	127	149	106	149	531	26	139	24
	No. Responded Within	82	94	66	55	297		92	
	% Within	65% (R)	63% (R)	62% (R)	37% (R)	56% (R)		66% (R)	
	% Agreed	43%	42%	45%	43%	43%		23%	
	% Partly Agreed	24%	16%	14%	16%	18%		18%	
	% Not Agreed	33%	41%	39%	26%	34%		43%	
S3	No. Received	28	27	26	20	101	2	20	3
	No. Responded Within	20	20	16	15	71		16	
	% Within	71% (R)	74% (R)	62% (R)	75% (A)	70% (R)		80% (G)	
	% Agreed	46%	41%	35%	35%	40%		20%	
	% Partly Agreed	25%	41%	42%	45%	38%		15%	
	% Not Agreed	25%	19%	23%	15%	21%		50%	
LGO	No. Received	20	15	12	8	55	1	9	1
	No. Responded Within	19	14	11	7	51		8	
	% Within	95% (G)	93% (G)	92% (G)	88% (G)	93% (G)		89% (G)	
ME	No. Received	608	606	673	763	2650	0	796	9
	No. Responded Within	498	480	539	638	2155		630	
	% Within	82% (G)	79% (A)	80% (G)	84% (G)	81% (G)		79% (A)	
MP	No. Received	370	388	302	474	1534	3	330	11
	No. Responded Within	280	291	221	347	1139		233	
	% Within	76% (A)	75% (A)	73% (R)	73% (R)	74% (R)		71% (R)	
FOI	No. Received	256	293	283	325	1157	27	308	30
	No. Responded Within	172	192	216	253	833		229	
	% Within	71% (R)	66% (R)	76% (A)	78% (A)	72% (R)		74% (R)	
DP	No. Received	27	33	11	21	92	1	32	3
	No. Responded Within	26	25	9	17	77		27	
	% Within	96% (G)	76% (A)	82% (G)	81% (G)	84% (G)		84% (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%+