

Appendix D:

Complaints and Member enquiries report Quarter 3 2012/13 and 2011/12

| BOROUGHWIDE | | 2011/12 | | | | | 2012/13 | | | OPEN CASES |
|-------------|----------------------|---------|---------|----------|---------|---------|---------|---------|----------|------------|
| | | Q1 | Q2 | Q3 | Q4 | Total | Q1 | Q2 | Q3 | |
| S1 | No. Received | 534 | 491 | 519 | 624 | 2168 | 624 | 668 | 499 | 35 |
| | No. Responded Within | 289 | 309 | 295 | 408 | 1301 | 455 | 500 | 392 | |
| | % Within | 54% (R) | 63% (R) | 57% (R) | 65% (R) | 60% (R) | 73% (R) | 75% (A) | 79% (A) | |
| | % Agreed | 61% | 52% | 47% | 34% | 48% | 28% | 25% | 33% | |
| | % Partly Agreed | 13% | 14% | 17% | 31% | 20% | 37% | 40% | 27% | |
| | % Not Agreed | 25% | 34% | 36% | 34% | 32% | 35% | 34% | 33% | |
| S2 | No. Received | 127 | 149 | 105 | 149 | 530 | 159 | 129 | 93 | 21 |
| | No. Responded Within | 82 | 94 | 66 | 64 | 306 | 111 | 86 | 59 | |
| | % Within | 65% (R) | 63% (R) | 63% (R) | 43% (R) | 58% (R) | 70% (R) | 67% (R) | 63% (R) | |
| | % Agreed | 43% | 42% | 46% | 48% | 45% | 31% | 35% | 35% | |
| | % Partly Agreed | 24% | 16% | 15% | 18% | 18% | 23% | 29% | 18% | |
| | % Not Agreed | 33% | 42% | 39% | 34% | 37% | 46% | 36% | 25% | |
| S3 | No. Received | 28 | 27 | 26 | 20 | 101 | 10 | 31 | 24 | 4 |
| | No. Responded Within | 21 | 20 | 16 | 15 | 72 | 8 | 27 | 20 | |
| | % Within | 75% (A) | 74% (R) | 62% (R) | 75% (A) | 71% (R) | 80% (G) | 87% (G) | 83% (G) | |
| | % Agreed | 46% | 41% | 35% | 40% | 40% | 30% | 45% | 29% | |
| | % Partly Agreed | 25% | 41% | 42% | 45% | 38% | 20% | 13% | 25% | |
| | % Not Agreed | 29% | 18% | 23% | 15% | 21% | 40% | 42% | 33% | |
| LGO | No. Received | 20 | 15 | 12 | 8 | 55 | 16 | 14 | 11 | 1 |
| | No. Responded Within | 19 | 14 | 12 | 7 | 52 | 15 | 13 | 11 | |
| | % Within | 95% (G) | 93% (G) | 100% (G) | 88% (G) | 95% (G) | 94% (G) | 93% (G) | 100% (G) | |
| ME | No. Received | 557 | 583 | 671 | 763 | 2574 | 885 | 797 | 825 | 24 |
| | No. Responded Within | 468 | 467 | 541 | 638 | 2114 | 704 | 657 | 681 | |
| | % Within | 84% (G) | 80% (G) | 81% (G) | 84% (G) | 82% (G) | 80% (G) | 83% (G) | 83% (G) | |
| MP | No. Received | 419 | 411 | 304 | 474 | 1608 | 410 | 506 | 384 | 39 |
| | No. Responded Within | 309 | 304 | 220 | 347 | 1180 | 295 | 343 | 273 | |
| | % Within | 74% (R) | 74% (R) | 72% (R) | 73% (R) | 73% (R) | 72% (R) | 68% (R) | 72% (R) | |
| FOI | No. Received | 256 | 293 | 283 | 327 | 1159 | 314 | 301 | 278 | 24 |
| | No. Responded Within | 172 | 192 | 216 | 257 | 837 | 235 | 230 | 219 | |
| | % Within | 67% (R) | 66% (R) | 76% (A) | 79% (A) | 72% (R) | 75% (A) | 76% (A) | 79% (A) | |
| DP | No. Received | 27 | 33 | 11 | 23 | 94 | 34 | 32 | 45 | 1 |
| | No. Responded Within | 26 | 25 | 9 | 19 | 79 | 30 | 25 | 44 | |
| | % Within | 96% (G) | 76% (A) | 82% (G) | 83% (G) | 84% (G) | 88% (G) | 78% (A) | 98% (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%+ |