

APPENDIX 1

**Number of complaints received by each division showing complaint type -
April 2007 – June 2007**

<u>DIVISION</u>	<u>COMPLAINT TYPE</u>					<u>DEPT.TOTAL</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Information & Customer Services						0
Corporate Policy /Human Resources						0
Finance, Audit & Performance Management						0
Community Services	1	1	5	1	2	10
Environmental Services	1	7	-	4	1	13
Legal Services						0
Planning & Transportation	2	1	4	-	-	7
Housing						0
TOTAL	4	9	9	5	3	30

Key:

- 1 – Timeliness/delays
- 2 - Service errors/task not done
- 3 - Dissatisfied with Council policy/processes
- 4 - Dissatisfied with staff attitude
- 5 - Other

**Number of complaints received by each division showing complaint type -
July – September 2007**

<u>DIVISION</u>	<u>COMPLAINT TYPE</u>					<u>DEPT.TOTAL</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Information & Customer Services			1			1
Corporate Policy /Human Resources		1	1			2
Finance, Audit & Performance Management						0
Community Services		1	2		2	5
Environmental Services	3	12	3	2	3	23
Legal Services		3				3
Planning & Transportation		2	4			6
Housing		1	2	1		4
TOTAL	3	20	13	3	5	44

Key:

- 1 – Timeliness/delays
- 2 - Service errors/task not done
- 3 - Dissatisfied with Council policy/processes
- 4 - Dissatisfied with staff attitude
- 5 - Other

**Number of complaints received by each division showing complaint type -
October - December 2007**

<u>DIVISION</u>	<u>COMPLAINT TYPE</u>					<u>DEPT.TOTAL</u>
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	
Information & Customer Services						0
Corporate Policy /Human Resources						0
Finance, Audit & Performance Management						0
Community Services	1		5			6
Environmental Services		6		1	2	9
Legal Services						0
Planning & Transportation		4	12	1	5	22
TOTAL	1	10	17	2	7	37

Key:

- 1 – Timeliness/delays
- 2 - Service errors/task not done
- 3 - Dissatisfied with Council policy/processes
- 4 - Dissatisfied with staff attitude
- 5 - Other