

Number & Type of Complaints Received By CYC Since 1 January 2010

	FOI Requests	Complaints			Ombudsman	Councillor Enq's	MPs Enq's	Feedback / Enquiries
		Stages						
		1	2	3				
Jan 2010 to 31 Mar 2010 - Totals	195	4211	8	4	16	355	43	1451
Chief Execs	21	3878			11		5	
City Strategy	12	2	0	0	1	127		147
Neighbourhood Services	24	273	0	0	0	159		1211
HASS	52	50	7	4	4	68	37	78
LCCS	30	5	1	0		1	1	1
Resources	35	3						14
Veritau (including cross - directorate)	21							
1 Apr 2010 to 31 Oct 2010 - Totals	430	700	30	14	31	4387	29	6484
Adults, Children and Education	143	91	25	11	10	130	19	251
Chief Execs	32	90			16		10	
City Strategy	42	0	5	1	4	1229		86
Communities and Neighbourhoods	80	513	0	2	1	3026		6119
Customer & Business Support Services	91	6				2		28
Veritau (including cross - directorate)	42							
Totals inc directorate changes - 1 Jan to Oct 2010	625	4911	38	18	47	4742	72	7935