

Appendix 1a

Stages 1 and 2 – Complaints Received

Service Area	2006/2007	2007/2008 (* 1/4 - 30/9 only)	2008/2009		
			1.5.08 – 30.9.08	1.10.08 - 1.03.09	Total
Business Transformation	-	-	0	0	0
City Development					
Planning	32	18*	4	5	9
Building Control	-	-	0	0	0
Tourism and Arts	-	-	0	0	0
City Works					
Refuse collection / Street services	8919	4810	1884	1701	3585
Parks	-	-	12	5	17
Car Parks	3	0	2	2	4
Community Housing & Community Development	21	17*	4	3	7
Customer Services					
Housing Benefit	110	51	30	23	53
Council Tax	-	-	15	-	-
Income & Collection	-	-	0	0	0
Environmental Development	7	14	9	11	20
Finance	-	-	0	0	0
Human Resources	1	0	0	0	0
Legal & Democratic	0	0	4	1	5
Leisure	93	35*	10	19	29
Oxford City Homes	648	516	334	400	734
Property & Asset Management	-	-	0	0	0

Appendix 1b

Nature of complaint

*** 01/04 - 30/09 only**

Service Area	Staff Behaviour					Dispute					Service Delivery					Policy				
	2006/2007	2007/2008	2008/2009 (to 30/09)	2008/2009 (to 31/03)	Total 2008 /2009	2006/2007	2007/2008	2008/2009 (to 30/09)	2008/2009 (to 31/03)	Total 2008 /2009	2006/2007	2007/2008	2008/2009 (to 30/09)	2008/2009 (to 31/03)	Total 2008 /2009	2006/2007	2007/2008	2008/2009 (to 30/09)	2008/2009 (to 31/03)	Total 2008 /2009
Oxford City Homes	32	54	16	15	31	129	240	191	226	417	481	249	119	132	251	6	20	8	27	35
City Development (Planning)	0	0*	0	0	0	20	10*	1	3	4	10	7*	3	2	5	2	1*	0	0	0
Environmental Development	1	1*	5	6	11	0	1*	0	3	3	5	3*	4	2	6	0	1*	0	0	0
Community Housing & Community Development	8	7*	0	1	1	0	1*	1	2	3	12	8*	3	0	3	1	2*	0	0	0
Customer Services (Housing Benefit)	11	4	2	0	2	5	5	3	1	4	86	25	13	17	30	12	17	12	4	16
Legal & Democratic	-	-	0	1	1	-	-	2	0	2	-	-	2	0	2	-	-	0	0	0

Appendix 1c

Response to Justified Complaints

*** = 1/4 – 30/9 only**

Service Area	Apology					Compensation					Work Undertaken					Service Review					Policy Review					
	2006/07	2007/08	2008/09 (to 30/09)	2008/09 (to 31/03)	Total for 08/09	2006/07	2007/08	2008/09 (to 30/09)	2008/09 (to 31/03)	Total for 08/09	2006/07	2007/08	2008/09 (to 30/09)	2008/09 (to 31/03)	Total for 08/09	2006/07	2007/08	2008/09 (to 30/09)	2008/09 (to 31/03)	Total for 08/09	2006/07	2007/08	2008/09 (to 30/09)	2008/09 (to 31/03)	Total for 08/09	
City Development (Planning)	8	3*	1	0	1	0	0*	0	0	0	1	1*	0	0	0	0	0*	0	0	0	0	0	0*	0	0	0
Community Housing & Community Development	16	11*	2	0	2	0	0*	0	0	0	4	5*	1	0	1	4	0*	0	0	0	0	0	0*	0	0	0
Customer Services (Housing Benefits)	22	6	2	6	8	0	1	0	1	1	29	14	7	4	11	0	0	0	1	1	0	0	0	0	0	
Environmental Development	1	1*	1	2	3	0	0*	0	0	0	2	4*	1	1	2	0	0	0	0	0	0	0	0	0	0	
Oxford City Homes	96	37	19	16	35	10	27	20	30	50	505	232	273	347	620	0	0	0	1	1	0	0	0	0	0	
Legal & Democratic	-	-	0	1	1	-	-	0	0	0	-	-	0	0	0	-	-	0	0	0	-	-	0	0	0	