

Appendix 2a

Complaints referred to Chief Executive and Directors (Stage 3) - Analysis by Service Areas

Service Area	Received		Determined		Complaints Determined - Justified	
	2008/09		2008/09		2008/09	
	1.4.08-30.9.08	1.10.08 - 31.03.09	1.4.08-30.9.08	1.10.08 - 31.03.09	1.4.08-30.9.08	1.10.08 - 31.03.09
City Development	6	9	5	7	0	0
Oxford City Homes	5	8	4	6	0	2
Environmental Development	3	1	2	3	1	1
Customer Services	3	6	2	6	0	2
City Works - General	3	3	3	3	2	3
City Works - Car Parks	3	0	3	0	2	0
City Works - Parks	3	1	3	1	0	0
Property and Facilities Management	3	2	3	1	0	0
City Leisure	2	0	2	0	0	0
Community Housing and Development	2	5	2	5	0	0
Chief Executive	1	1	1	1	0	0
Business Transformation	1	0	1	0	0	0
Legal and Democratic	1	1	0	1	0	0
Finance	1	0	1	0	0	0
TOTAL	37	37	32	34	5	8

2 Nature of Complaint - Received

	Complaints Received									
	2004/05	2005/06			2006/07			2007/08		
	Total	1.4.05-30.9.05	1.10.05-31.3.06	Total	1.4.06-30.9.06	1.10.06-31.3.07	Total	1.4.07-30.9.07	1.10.07 - 31.3.08	Total
Staff Behaviour/Attitude	13	7	3	10	7	5	12	6	0	6
Disputed Decision / Disagreement	24	24	29	53	5	19	24	23	14	37
Dissatisfaction with Service Delivery	38	28	20	48	30	22	52	15	8	23
Related to Policy Decision	0	0	0	0	4	0	4	2	2	4
Total	75	59	52	111	46	46	92	46	24	70

2 Nature of Complaint - Determined

	Complaints Determined Justified									
	2004/05	2005/06			2006/07			2007/08		
	Total	1.4.05-30.9.05	1.10.05-31.3.06	Total	1.4.06-30.9.06	1.10.06-31.3.07	Total	1.4.07-30.9.07	1.10.07 - 31.3.08	Total
Staff Behaviour/Attitude	6	1	0	1	1	0	1	1	0	1
Disputed Decision / Disagreement	1	1	3	4	0	1	1	4	3	7
Dissatisfaction with Service Delivery	18	10	9	19	14	12	26	8	2	10
Related to Policy Decision	0	0	0	0	0	0	0	0	0	0
Total	25	12	12	24	15	13	28	13	5	18

2008/09
1.4.08- 30.09.08
1
17
18
2
38

2008/09
1.4.08- 30.09.08
0
1
4
0
5

3 Action Taken when Complaint Justified

	Complaints Determined										
	2004/05	2005/06			2006/07			2007/08		2008/09	
	Total	1.4.05-30.9.05	1.10.05-31.3.06	Total	1.4.06-30.9.06	1.10.06-31.3.07	Total	1.4.07-30.9.07	1.10.07-31.3.08	Total	1.4.08-30.9.08
Apology/Explanation	13	3	5	8	4	2	6	5	2	7	2
Compensation Paid	0	0	1	1	1	2	3	3	0	3	0
Service Change	3	1	1	2	0	0	0	0	0	0	0
Service Review	0	0	1	1	2	2	4	1	1	2	1
Policy Review	0	0	0	0	0	0	0	0	0	0	0
Work Undertaken	6	8	4	12	8	7	15	3	2	5	2
Total	22	12	12	24	15	13	28	12	5	17	5

4 Responses from Complainant

	Complaints Determined										
	2004/05	2005/06			2006/07			2007/08		2008/09	
	Total	1.4.05-30.9.05	1.10.05-31.3.06	Total	1.4.06-30.9.06	1.10.06-31.3.07	Total	1.4.07-30.9.07	1/10/07-31.3.08	Total	1.4.08-30.09.08
No Further Response Received	39	26	51	77	28	32	60	20	10	30	17
Referred to Ombudsman	3	3	9	12	2	4	6	5	1	6	3
Ongoing	13	7	4	11	0	3	3	7	1	8	3
Outcome Accepted	3	2	2	4	3	3	6	13	5	18	3
Complainant Disputed Findings	10	10	5	15	22	6	28	7	8	15	6
Total	68	48	71	119	55	48	103	52	25	77	32