

Appendix 2b

2 Nature of Complaint - Received

	Complaints Received								
	2004/05	2005/06	2006/07	2007/08			2008/09		
	Total	Total	Total	1.4.07-30.9.07	1.10.07 - 31.3.08	Total	1.4.08-30.09.08	1.10.08 - 31.03.09	Total
Staff Behaviour/Attitude	13	10	12	6	0	6	1	3	4
Disputed Decision / Disagreement	24	53	24	23	14	37	17	21	38
Dissatisfaction with Service Delivery	38	48	52	15	8	23	18	11	29
Related to Policy Decision	0	0	4	2	2	4	2	2	4
Total	75	111	92	46	24	70	38	37	75

2 Nature of Complaint - Determined

	Complaints Determined Justified								
	2004/05	2005/06	2006/07	2007/08			2008/09		
	Total	Total	Total	1.4.07-30.9.07	1.10.07 - 31.3.08	Total	1.4.08-30.09.08	1.10.08 - 31.03.09	Total
Staff Behaviour/Attitude	6	1	1	1	0	1	0	0	0
Disputed Decision / Disagreement	1	4	1	4	3	7	1	1	2
Dissatisfaction with Service Delivery	18	19	26	8	2	10	4	7	11
Related to Policy Decision	0	0	0	0	0	0	0	0	0
Total	25	24	28	13	5	18	5	8	13