

Appendix 2c

3 Action Taken when Complaint Justified

	Complaints Determined								
	2004/05	2005/06	2006/7	2007/08			2008/09		
	Total	Total	Total	1.4.07-30.9.07	1.10.07 - 31.3.08	Total	1.4.08-30.9.08	1.10.08 - 31.03.09	Total
Apology/Explanation	13	8	6	5	2	7	2	2	4
Compensation Paid	0	1	3	3	0	3	0	1	1
Service Change	3	2	0	0	0	0	0	1	1
Service Review	0	1	4	1	1	2	1	2	3
Policy Review	0	0	0	0	0	0	0	0	0
Work Undertaken	6	12	15	3	2	5	2	2	4
Total	22	24	28	12	5	17	5	8	13

4 Responses from Complainant

	Complaints Determined								
	2004/05	2005/06	2006/7		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
No Further Response Received	39	77	60	20	10	30	17	16	33
Referred to Ombudsman	3	12	6	5	1	6	3	5	8
Ongoing	13	11	3	7	1	8	3	3	6
Outcome Accepted	3	4	6	13	5	18	3	4	7
Complainant Disputed Findings	10	15	28	7	8	15	6	6	12
Total	68	119	103	52	25	77	32	34	66