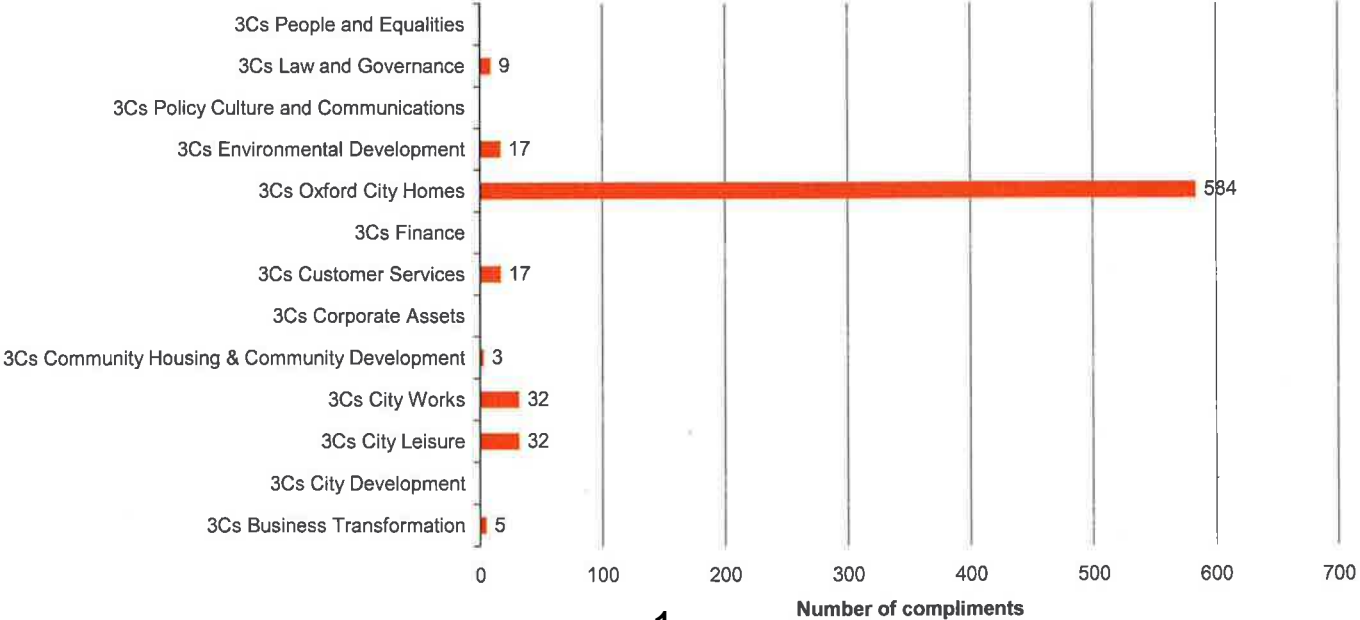
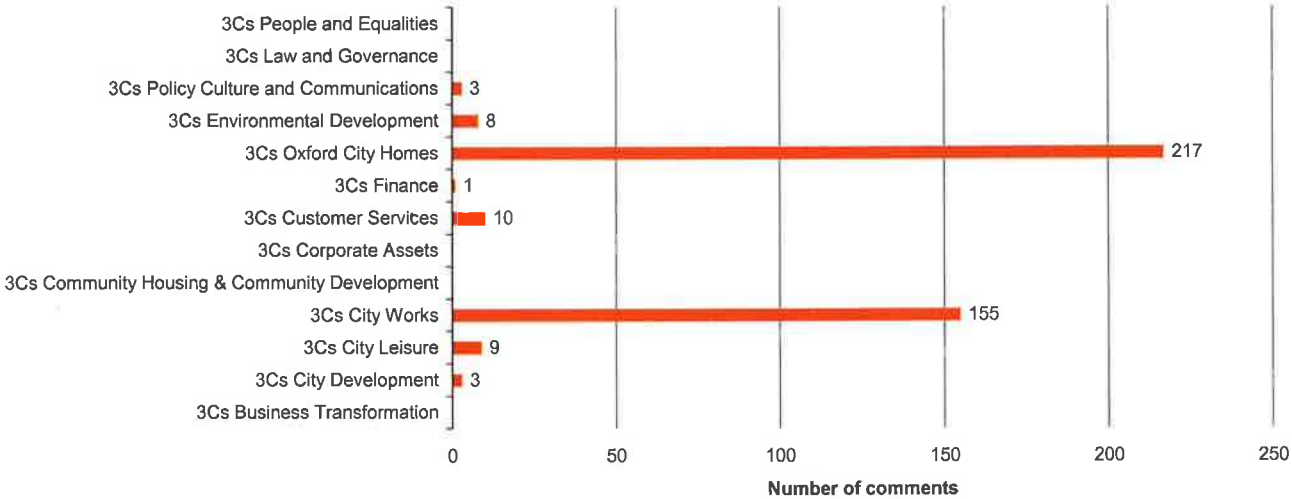
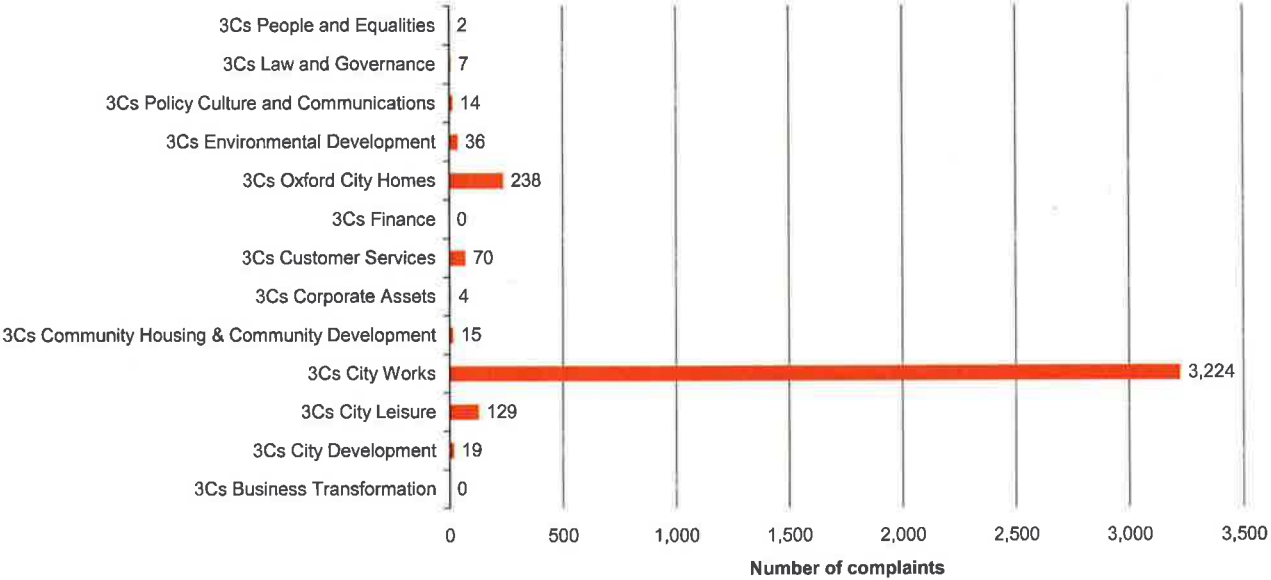
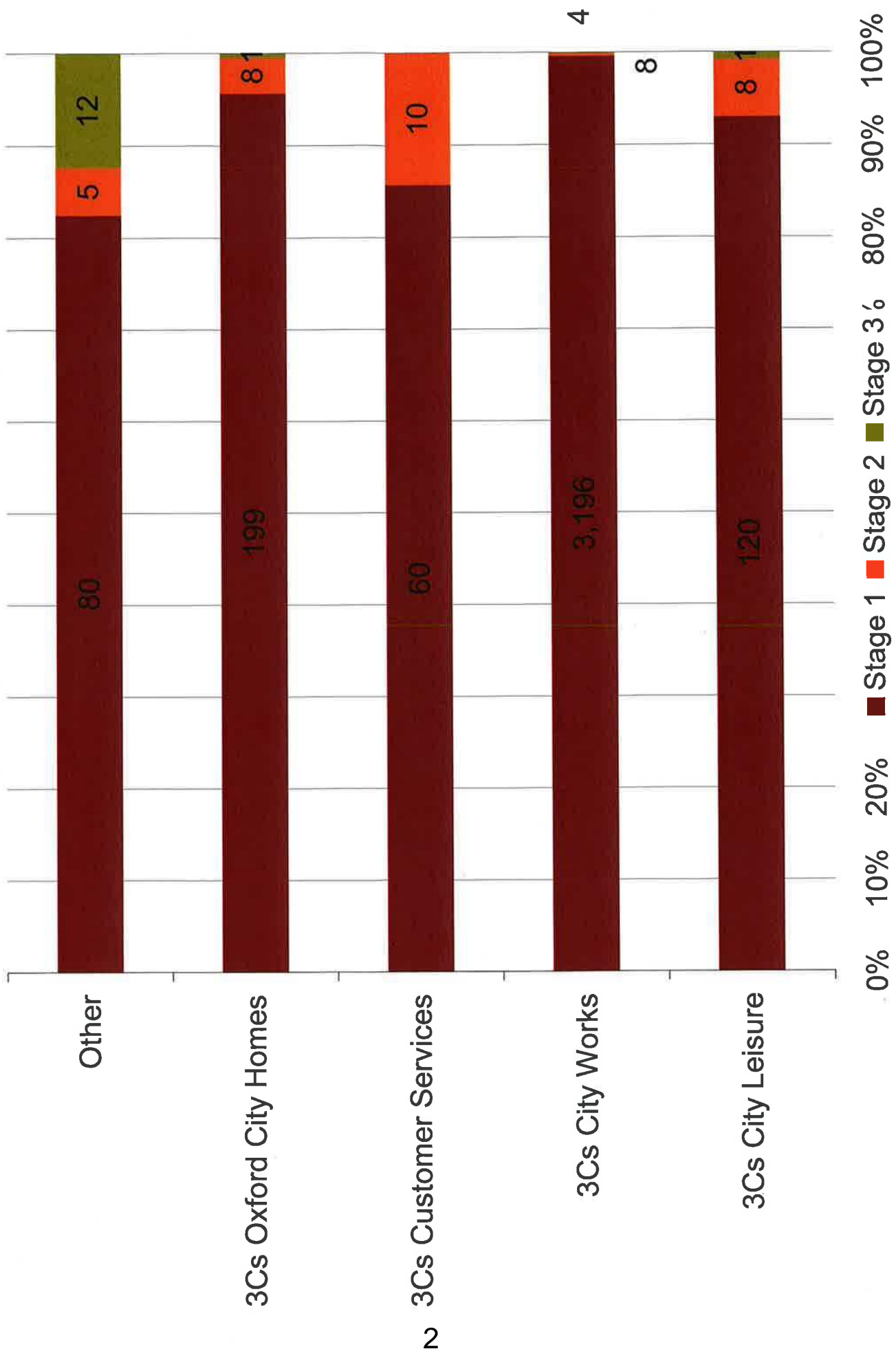
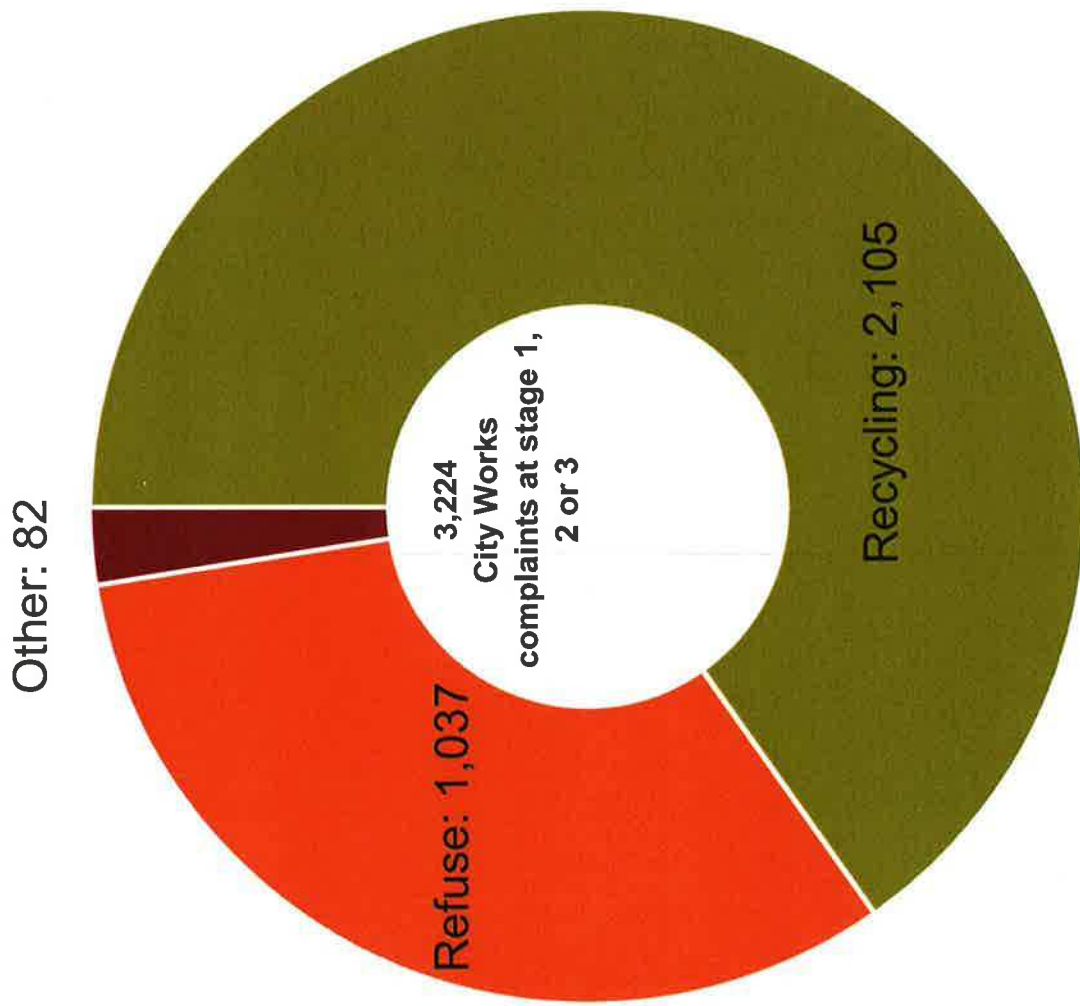


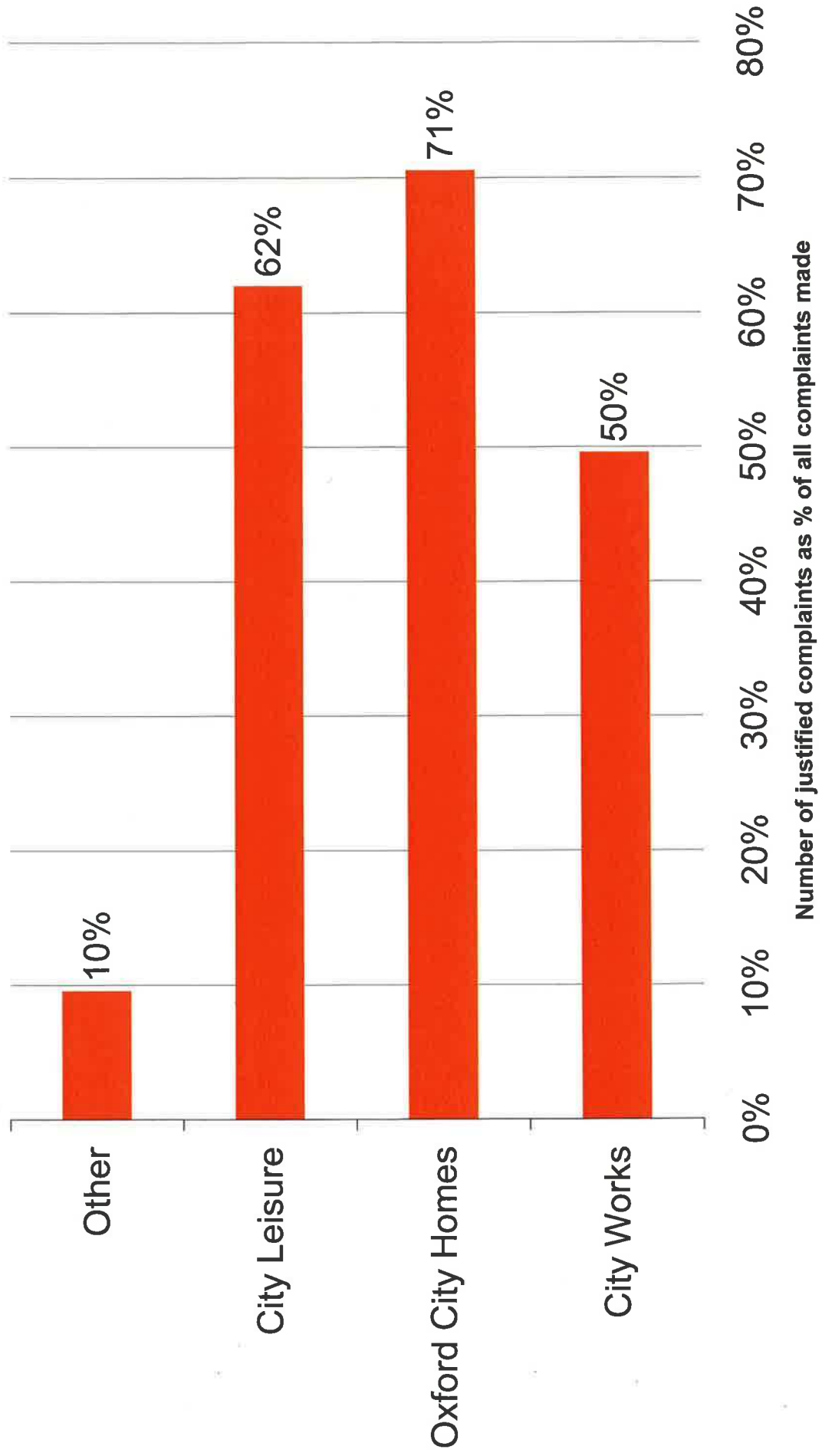
Agenda Item 8

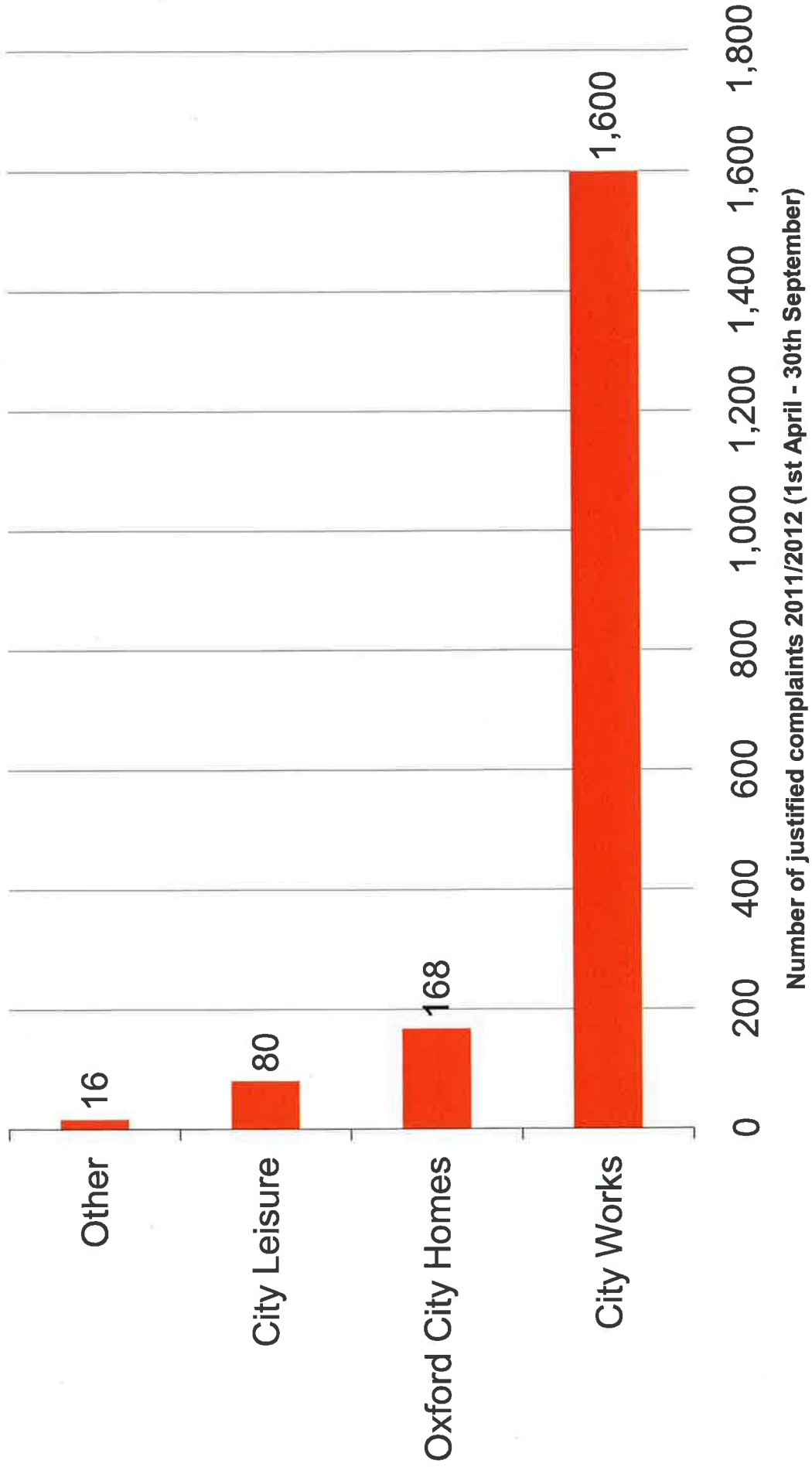


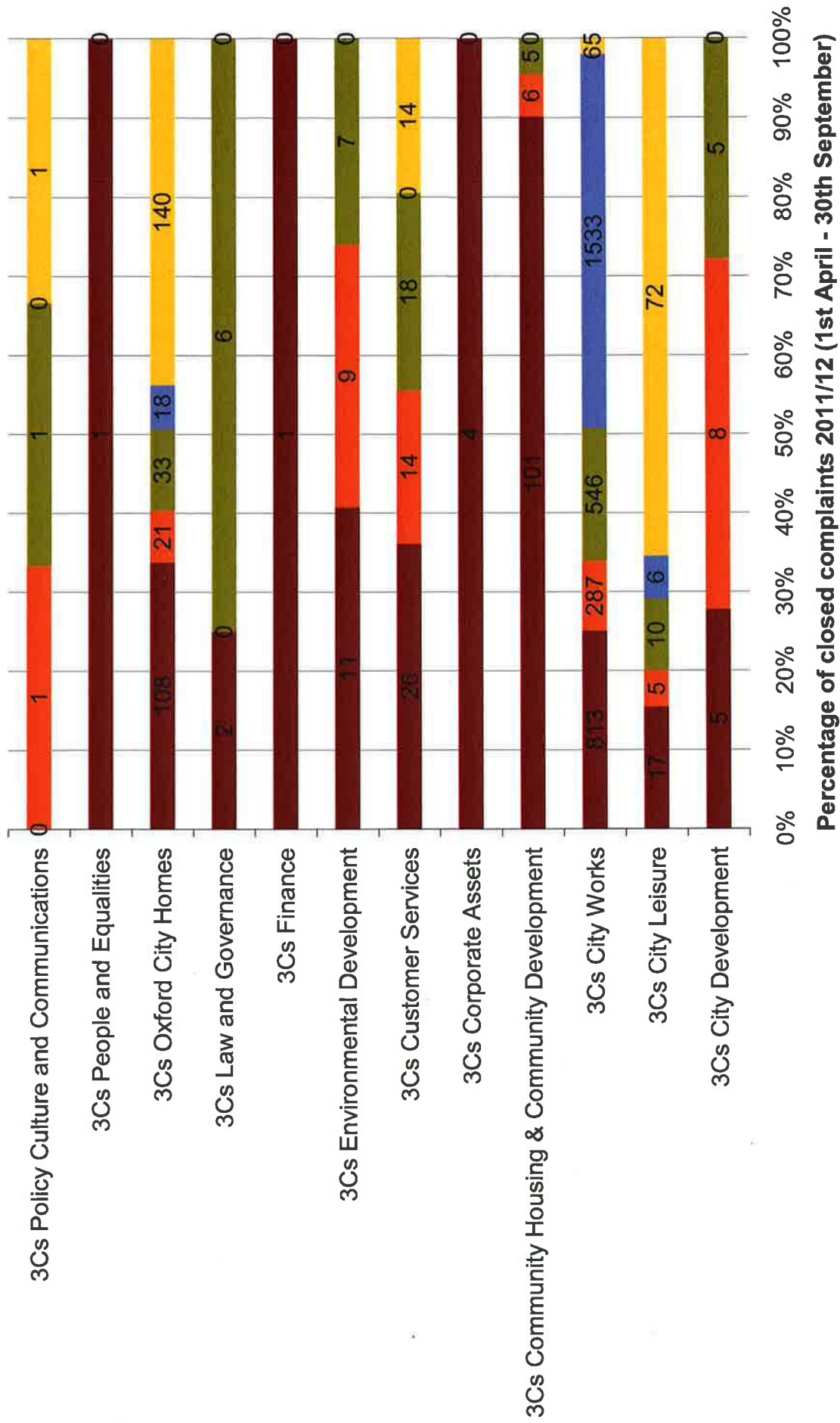
No. of Complaints by Breakdown of Stage, Month and Service Area 2011/2012 (1st April - 30th September)











- Case Resolved
- Complaint not Justified
- Complaint Justified Apology or Explanation Given
- Case is Invalid
- Complaint Justified Work Undertaken