

APPENDIX 2

Category	Service Area	Corporate Services	Education	Communities	Housing	Social Services	Other (cross Directorate)
1	Collaborative Working	0	0	3	0	1	0
2	Decision Making	3	0	12	28	19	1
3	Delay in Service Provision	4	0	48	4	1	0
4	Officer/Contractors Conduct with public	3	0	7	1	13	0
5	Following Council Policies/relevant Legislation	2	2	26	27	1	0
6	Accessibility of Services	2	0	0	0	0	0
7	Clarity/Accuracy/Timeliness of information	2	0	9	16	1	1
8	Quality of Work	0	0	47	30	2	0
9	Openness/ Fairness and Honesty	0	0	1	2	1	0
10	Compliance with Complaints procedure	0	0	0	0	0	0
11	Combination of categories	5	1	1	2	0	0
	Total number of complaints	22	3	156	110	39	2

1 corporate services complaint did not proceed

2 communities complaints did not proceed