

## APPENDIX 2

Category	Service Area	Corporate Services	Education	Communities	Housing	Social Services	Other (cross Directorate)
1	Collaborative Working	0	0	2	0	0	0
2	Decision Making	2	0	6	7	19	0
3	Delay in Service Provision	0	0	22	3	1	0
4	Officer/Contractors Conduct with public	0	0	4	2	15	0
5	Following Council Policies/relevant Legislation	0	0	27	25	0	0
6	Accessibility of Services	0	0	3	0	1	0
7	Clarity/Accuracy/Timeliness of information	1	0	4	1	4	0
8	Quality of Work	1	0	19	30	7	0
9	Openness/ Fairness and Honesty	0	0	0	2	2	0
10	Compliance with Complaints procedure	0	0	0	0	0	0
11	Combination of categories	1	0	2	1	0	0
	Total number of complaints	5	0	89	71	49	0