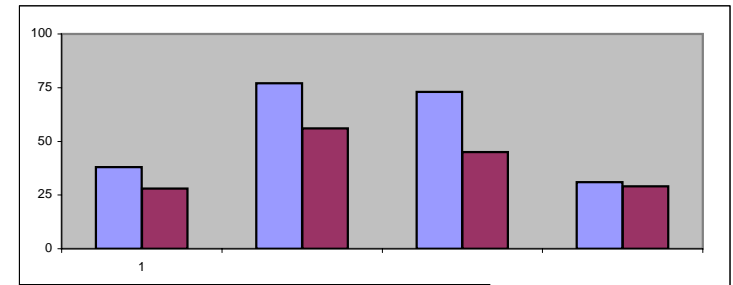


**Report to Standards Committee
Complaints handling performance 2010/11**

Complaints Handling

		Q1	Q2	Q3	Q4	YR
		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Mar
Adults	Response req'd in this period	38	77	73	31	219
	Responded within timescale wdays	28	56	45	29	158
	Performance (Target 90%)	74%	73%	62%	94%	72%
	Compensation paid	£500	£1,500	£0	£900	£2,900

Stage 1 Performance



LGO Investigations

		YR
		Apr-Mar
Adults	Formal / informal premature complaints	7
	Advice given	18
	Forwarded in investigation team (resubmitted)	0
	Forwarded to investigation team (new) during 2010/11	14
	Total	39
	<i>LGO Investigations still open as at 31/3/2011</i>	5