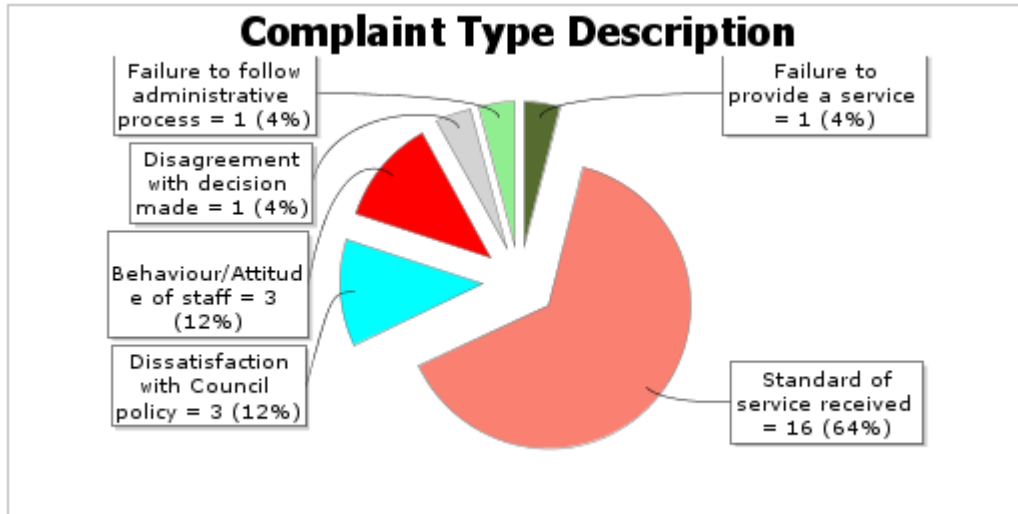


# All Complaints - Quarter 1 2016/17

Generated on: 11 November 2016



ID	Stage Title	Received Date	Status	Closed Date	Responsible OUs	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-14/15-154	Investigation	01-Oct-2014	Closed	26-Aug-2016	Governance & Law		2
							196
COM-14/15-155	Investigation	30-Jan-2015	Closed	28-Oct-2016	Governance & Law		425
COM-15/16-237	Frontline	23-Apr-2015	Alert		Planning		
						26	
						13	
COM-15/16-295	Investigation	08-Jul-2015	Alert		Planning		
						7	
COM-15/16-326	Frontline	23-Jul-2015	Alert		Planning		
COM-15/16-420	Frontline	19-Feb-2016	Alert		Planning		
COM-15/16-427	Investigation	19-Feb-2016	Alert		Schools		62
						35	
COM-15/16-428	Investigation	11-Mar-2016	Closed	11-Apr-2016	Schools		

ID	Stage Title	Received Date	Status	Closed Date	Responsible OUs	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-15/16-429	Frontline	08-Mar-2016	Closed	27-Apr-2016	Children's Services Directorate	30	
COM-16/17-437	Investigation	08-Apr-2016	Closed	02-May-2016	Development Director's (Direct) Section		
COM-16/17-439	Investigation	18-Apr-2016	Closed	16-Jun-2016	Schools	2	23
COM-16/17-440	Frontline	09-May-2016	Closed	10-May-2016	Roads		
COM-16/17-441	Frontline	10-May-2016	Closed	13-May-2016	Executive Services		
COM-16/17-443	Frontline	31-May-2016	Closed	31-May-2016	Children & Families		
COM-16/17-444	Frontline	01-Jun-2016	Closed	07-Jun-2016	Governance & Law		
COM-16/17-445	Frontline	05-Jun-2016	Closed	13-Jun-2016	Ferry Operations		
COM-16/17-446	Investigation	10-Jun-2016	Closed	06-Jul-2016	Roads		
COM-16/17-448	Frontline	16-Jun-2016	Closed	16-Jun-2016	Ferry Operations		
COM-16/17-456	Frontline	29-Jun-2016	Closed	29-Jun-2016	Schools		
351	Investigation	20-Jun-2016	Closed	01-Jul-2016	Housing		
344	Investigation	05-Apr-2016	Closed	02-May-2016	Housing		
345	Investigation	14-Apr-2016	Closed	13-May-2016	Housing		
346	Investigation	19-Apr-2016	Closed	13-May-2016	Housing		
349	Investigation	23-May-2016	Closed	26-May-2016	Housing		
350	Frontline	10-Jun-2016	Closed	15-Jun-2016	Housing		