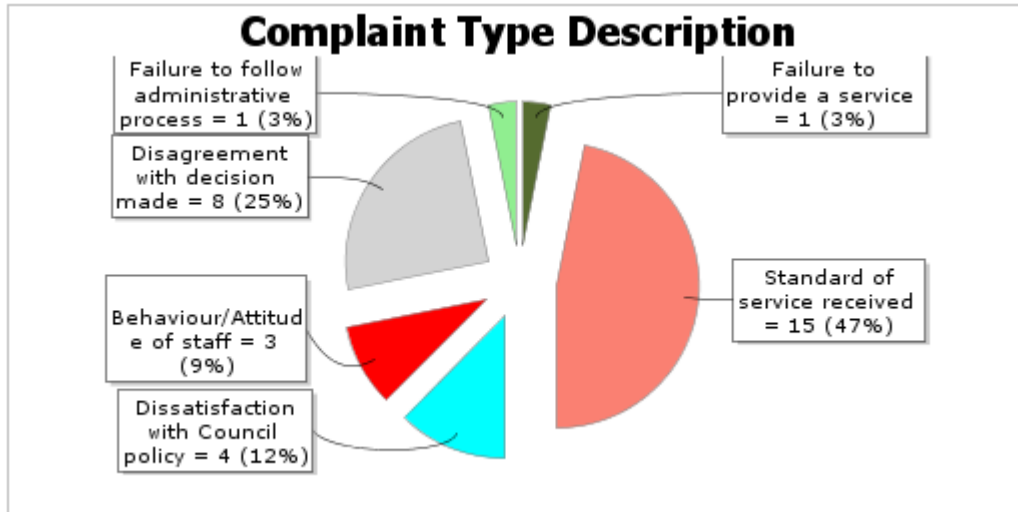


All Complaints - 2019/20 Quarter 1



ID	Stage Title	Received Date	Status	Closed Date	Service Area Description	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-18/19-768	Investigation	16-Apr-2018	Closed	17-Apr-2019	Governance and Law	32	234
COM-18/19-898	Investigation	20-Mar-2019	Closed	17-Apr-2019	Schools	9	
COM-18/19-903	Investigation	12-Mar-2019	Closed	12-Apr-2019	Schools	7	
COM-18/19-904	Investigation	04-Mar-2019	Closed	08-Apr-2019	Schools	5	5
COM-18/19-905	Investigation	19-Mar-2019	Closed	08-May-2019	Schools		15
COM-18/19-906	Investigation	20-Mar-2019	Closed	17-Apr-2019	Children's Services Directorate	3	
COM-18/19-908	Frontline	01-Apr-2019	Closed	16-Apr-2019	Schools	7	
COM-18/19-909	Frontline	29-Mar-2019	Closed	04-Apr-2019	Schools		
COM-19/20-910	Frontline	02-Apr-2019	Closed	08-Apr-2019	Planning		
COM-19/20-915	Frontline	23-Apr-2019	Closed	25-Apr-2019	Roads		
COM-19/20-917	Investigation	25-Apr-2019	Closed	28-May-2019	Schools		3
COM-19/20-921	Investigation	26-Apr-2019	Closed	05-Jul-2019	Chief Executive		2
COM-19/20-927	Frontline	08-May-2019	Closed	17-May-2019	Ferry Operations	2	

ID	Stage Title	Received Date	Status	Closed Date	Service Area Description	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-19/20-928	Frontline	29-Apr-2019	Closed	09-May-2019	Community Health & Social Care Directorate	3	
COM-19/20-929	Frontline	13-May-2019	Closed	24-May-2019	Environmental Services	4	
COM-19/20-930	Frontline	20-May-2019	Closed	20-May-2019	Ferry Operations		
COM-19/20-931	Frontline	20-May-2019	Closed	24-May-2019	Chief Executive		
COM-19/20-933	Investigation	26-May-2019	Closed	02-Jul-2019	Quality Improvement		
COM-19/20-934	Frontline	23-May-2019	Closed	23-May-2019	Quality Improvement	3	
COM-19/20-935	Frontline	30-May-2019	Closed	05-Jun-2019	Children's Services Directorate		
COM-19/20-936	Frontline	30-May-2019	Closed	05-Jun-2019	Children's Services Directorate		
COM-19/20-937	Frontline	28-May-2019	Closed	05-Jun-2019	Children's Services Directorate		
COM-19/20-938	Frontline	24-May-2019	Closed	05-Jun-2019	Children's Services Directorate		
COM-19/20-939	Frontline	24-May-2019	Closed	05-Jun-2019	Children's Services Directorate		
COM-19/20-940	Frontline	31-May-2019	Closed	07-Jun-2019	Roads		
COM-19/20-941	Frontline	03-Jun-2019	Closed	10-Jun-2019	Schools		
COM-19/20-942	Frontline	05-Jun-2019	Closed	05-Jun-2019	Chief Executive		
COM-19/20-944	Investigation	10-Jun-2019	Closed	12-Jul-2019	Schools		
COM-19/20-946	Frontline	10-Jun-2019	Closed	16-Aug-2019	Schools		
						38	
COM-19/20-947	Frontline	29-May-2019	Closed	03-Jun-2019	Schools	8	
COM-19/20-948	Frontline	18-Jun-2019	Closed	25-Jun-2019	Schools	5	
COM-19/20-950	Frontline	22-May-2019	Closed	05-Jul-2019	Schools	28	