

Complaints Procedure Monitoring Record

Period - 1 - 30 April 2003

Activity	This Period										Cumulative										
	No of complaints this period	Cause of Complaint		Days to Reply		Office dealing with Complaint			No. of Complaints		No of complaints	Cause of Complaint		Days to Reply		Office Dealing with Complaint			No. of Complaints		
		Service	Staff	-10	10+	*1	*2	*3	B/fwd Unresolved	Completed		Unresolved C/fwd	Service	Staff	-10	10	*1	*2	*3	Completed	Ongoing
Repairs	1	1		1		F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
Rehousing	2	2		1	1			2		2		2	2		1	1		2			1
Maintenance	3	2	1	2	1				3	3		3	2	1	2	1			3		2
Rent																					
ASB	1	1		1		1				1		1	1		1		1				1
Other*	1	1		1					1	1		1	1	1	1				1		1
Total	8	7	1	6	2	1	2	5		8		8	7	1	6	2	1	2	5		8

* Source Key
1 = LHO North
2 = LHO South
3 = Other

*Breakdown of 'Other' activity
1 = Invoice for Care Link telephone calls