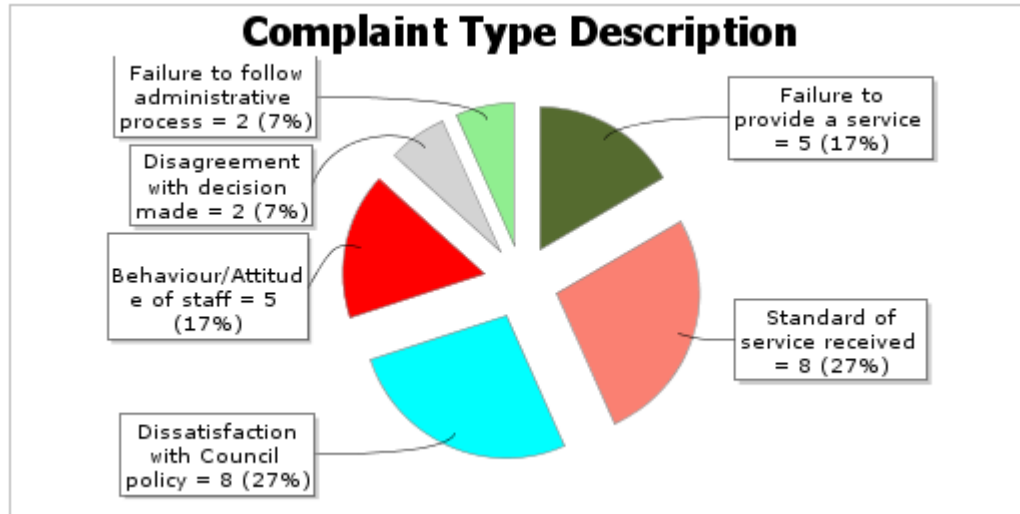


# All Complaints - Quarter 4 2016/17

Generated on: 26 June 2017



ID	Stage Title	Received Date	Status	Closed Date	Responsible OUs	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-15/16-237	Frontline	23-Apr-2015	Closed	23-Feb-2017	Planning	13 26 444	
COM-15/16-295	Investigation	08-Jul-2015	Closed	17-Feb-2017	Planning	7	401
COM-15/16-326	Frontline	23-Jul-2015	Closed	17-Feb-2017	Planning	391	
COM-15/16-420	Frontline	19-Feb-2016	Closed	23-Feb-2017	Planning	251	
COM-16/17-450	Investigation	06-Jul-2016	Closed	21-Mar-2017	Planning		157
COM-16/17-477	Investigation	23-Aug-2016	Closed	14-Feb-2017	Planning		
COM-16/17-550	Investigation	16-Nov-2016	Closed	12-Jan-2017	Schools	2	17
COM-16/17-553	Frontline	17-Nov-2016	Closed	11-Jan-2017	Roads	27	
COM-16/17-556	Frontline	20-Dec-2016	Closed	17-Jan-2017	Planning	8	
COM-16/17-566	Frontline	17-Jan-2017	Closed	17-Jan-2017	Planning		
COM-16/17-567	Frontline	12-Jan-2017	Closed	18-Jan-2017	Schools	21	

ID	Stage Title	Received Date	Status	Closed Date	Responsible OUs	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-16/17-570	Frontline	16-Jan-2017	Closed	01-Mar-2017	Roads	27	
COM-16/17-573	Investigation	06-Jan-2017	Alert		Finance; Governance & Law	14	
COM-16/17-582	Frontline	07-Feb-2017	Closed	09-Feb-2017	Schools		
COM-16/17-595	Investigation	22-Feb-2017	Closed	14-Mar-2017	Executive Services	1	1
COM-16/17-596	Investigation	03-Mar-2017	Closed	10-May-2017	Community Care - Resources		28
COM-16/17-598	Investigation	07-Mar-2017	Closed	04-Apr-2017	Children's Services Directorate		
COM-16/17-599	Investigation	13-Mar-2017	Closed	02-May-2017	Schools	50	86
COM-16/17-601	Frontline	07-Mar-2017	Closed	15-Mar-2017	Children's Services Directorate	1	
COM-16/17-602	Investigation	14-Mar-2017	Closed	08-May-2017	Children's Services Directorate		19
COM-16/17-606	Investigation	20-Mar-2017	Closed	27-Apr-2017	Community Care - Resources		8
COM-16/17-607	Frontline	21-Mar-2017	Closed	29-Mar-2017	Schools	1	
368	Investigation	05-Jan-2017	Closed	27-Jan-2017	Housing		
369	Frontline	29-Jan-2017	Closed	30-Jan-2017	Housing		
370	Frontline	30-Jan-2017	Closed	30-Jan-2017	Housing		
372	Investigation	13-Feb-2017	Closed	15-Feb-2017	Housing		
371	Investigation	31-Jan-2017	Closed	24-Feb-2017	Housing		
374	Frontline	01-Mar-2017	Closed	06-Mar-2017	Housing		
373	Investigation	28-Feb-2017	Closed	15-Mar-2017	Housing		
375	Investigation	14-Mar-2017	Closed	15-Mar-2017	Housing		