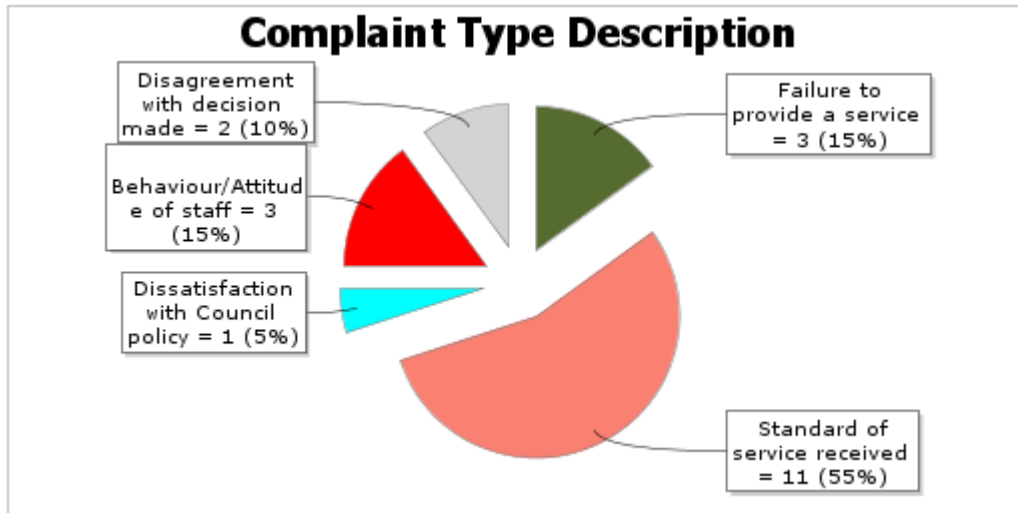


# All Complaints - 2018/19 Quarter 4



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-18/19-857	Investigation	31-Oct-2018	Closed	24-Jan-2019	Schools		34
COM-18/19-867	Investigation	04-Dec-2018	Closed	11-Jan-2019	Schools		
COM-18/19-880	Frontline	24-Jan-2019	Closed	24-Jan-2019	Ferry Operations		
COM-18/19-881	Frontline	25-Jan-2019	Closed	31-Jan-2019	Governance and Law		
COM-18/19-882	Frontline	21-Jan-2019	Closed	24-Jan-2019	Quality Improvement		
COM-18/19-885	Frontline	01-Feb-2019	Closed	01-Feb-2019	Community Care - Resources		
COM-18/19-892	Investigation	06-Feb-2019	Closed	06-Mar-2019	Schools		
COM-18/19-893	Frontline	07-Feb-2019	Closed	15-Feb-2019	Infrastructure Services Directorate	2	
COM-18/19-894	Frontline	08-Feb-2019	Closed	08-Feb-2019	Community Care - Resources		
COM-18/19-896	Frontline	11-Feb-2019	Closed	12-Feb-2019	Schools		
COM-18/19-897	Frontline	15-Feb-2019	Closed	20-Feb-2019	Infrastructure Services Directorate		
COM-18/19-898	Investigation	20-Mar-2019	Closed	17-Apr-2019	Schools	9	

ID	Stage Title	Received Date	Status	Closed Date	Service Area Description	Stage 1 Frontline Days Overdue	Stage 2 Investigation Days Overdue
COM-18/19-902	Frontline	08-Mar-2019	Closed	14-Mar-2019	Community Care - Resources		
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-18/19-907	Frontline	21-Feb-2019	Closed	26-Mar-2019	Governance and Law	22	
COM-18/19-909	Frontline	29-Mar-2019	Closed	04-Apr-2019	Schools		