

# APPENDIX 1

## Annual letter information summary - Stevenage BC

### COMPLAINTS RECEIVED

| Category             | 2000/2001 | 2001/2002 | 2002/2003 |
|----------------------|-----------|-----------|-----------|
| Housing benefit      | 0         | 1         | 1         |
| Local taxation       | 0         | 0         | 0         |
| Housing (not inc HB) | 14        | 5         | 6         |
| Planning             | 3         | 0         | 3         |
| Education            | 0         | 0         | 0         |
| Highways             | 1         | 1         | 2         |
| Social services      | 0         | 0         | 1         |
| Other                | 1         | 8         | 1         |
| <b>Total</b>         | <b>19</b> | <b>15</b> | <b>14</b> |

### DECISIONS

| Category                                       | 2000/2001 | 2001/2002 | 2002/2003 |
|--|-----------|-----------|-----------|
| <b>Complaints not subject to formal report</b> |           |           |           |
| Local settlement                               | 1         | 3         | 0         |
| No maladministration                           | 5         | 7         | 5         |
| Ombudsman's discretion                         | 4         | 4         | 1         |
| Outside jurisdiction                           | 2         | 4         | 1         |
| <b>Complaints subject to formal report</b>     |           |           |           |
| Maladministration causing injustice            | 0         | 0         | 0         |
| Maladministration, no injustice                | 0         | 0         | 0         |
| No maladministration                           | 0         | 0         | 0         |
| Local settlement                               | 0         | 0         | 0         |
| <b>Total (excl premature)</b>                  |           |           |           |
| Premature complaints                           | 2         | 3         | 5         |
| <b>Total (inc premature)</b>                   | <b>14</b> | <b>21</b> | <b>12</b> |

### RESPONSE TIMES TO FIRST ENQUIRIES

|  | 2000/2001 | 2001/2002 | 2002/2003 |
|--|-----------|-----------|-----------|
| No of replies to first enquiries in period       | 9         | 3         | 0         |
| Average no of days to respond to first enquiries | 32.8      | 29.7      | 0.0       |