

WDC Complaints Report - Sample

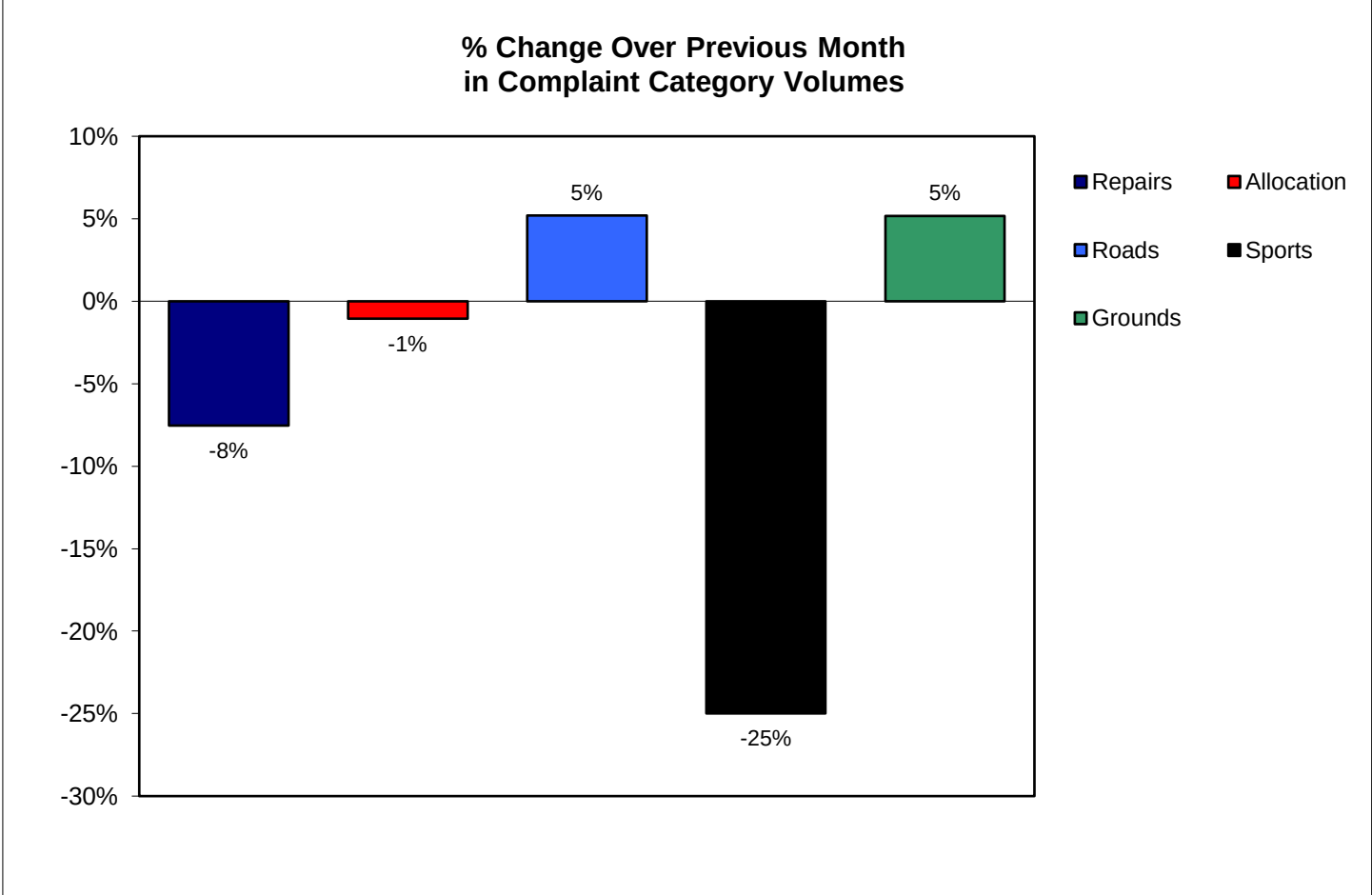
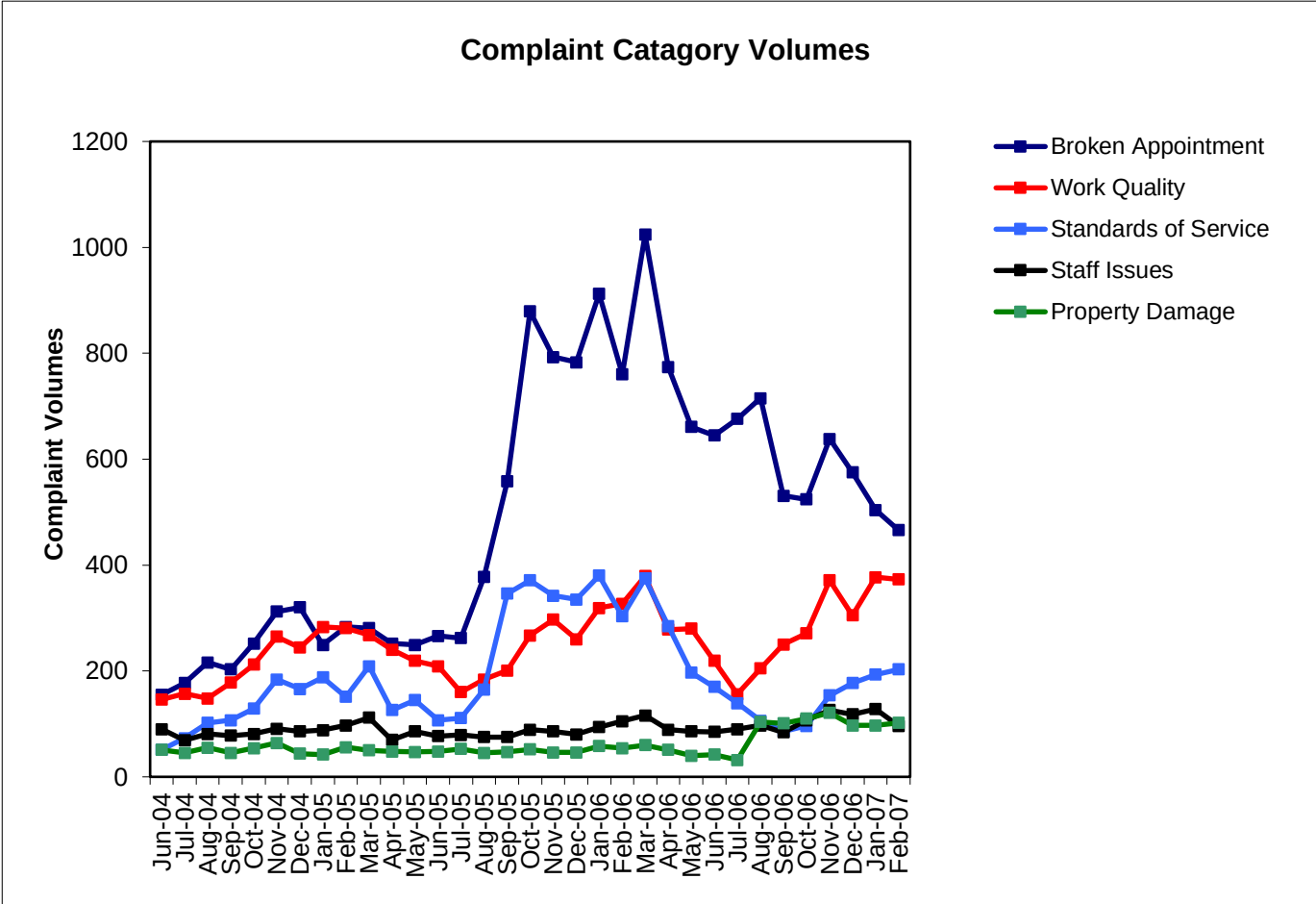
February 2010

Summary of WDC Complaints:

	Complaints Received	Complaints Resolved in Standard	Average Days to Resolve	% Complaints Resolved in Standard *	Compensation
HEED	600	459	11.09	85.00%	
CS	297	270	8.54	65.00%	
Education	50	47	28.70	87.00%	
SW	120	98	28.64	39.00%	
CE	16	16	7.80	83.00%	
CPP	3	2	10.54	56.00%	
Total	1,086	892	12.32	67.00%	

HEED Trends - All Channels

Complaint Volumes & Percentage Changes													
		September		October		November		December		January		February	
Complaint Category		Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change
Repairs		531	-26%	524	-1%	638	22%	575	-10%	504	-12%	466	-8%
Allocation		250	22%	271	8%	371	37%	305	-18%	377	24%	373	-1%
Roads		86	-19%	96	12%	154	60%	177	15%	193	9%	203	5%
Sports		84	-13%	107	27%	126	18%	118	-6%	128	8%	96	-25%
Grounds		101	-3%	110	9%	121	10%	97	-20%	97	0%	102	5%



Clydebank Repairs

	Complaint Volumes & Percentage Changes											
	September		October		November		December		January		February	
Complaint Category	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change
Broken Appointment	247	-22%	266	8%	283	6%	272	-4%	241	-11%	243	1%
Work Quality	110	18%	123	12%	170	38%	138	-19%	158	14%	176	11%
Standards of Service	43	-9%	41	-5%	68	66%	85	25%	89	5%	95	7%
Staff Issues	43	23%	55	28%	45	-18%	53	18%	53	0%	38	-28%
Property Damage	43	10%	56	30%	57	2%	34	-40%	41	21%	49	20%

Dumbarton Repairs

	Complaint Volumes & Percentage Changes											
	September		October		November		December		January		February	
Complaint Category	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change	Volume	% Change
Broken Appointment	284	-28%	258	-9%	355	38%	303	-15%	263	-13%	223	-15%
Work Quality	140	25%	148	6%	210	42%	167	-20%	219	31%	197	-10%
Standards of Service	43	-27%	55	28%	86	56%	92	7%	104	13%	108	4%
Staff Issues	41	-34%	52	27%	81	56%	65	-20%	75	15%	58	-23%
Property Damage	58	-11%	54	-7%	64	19%	63	-2%	56	-11%	53	-5%