

Complaints received by category	Education	Highways	Other	Planning	Social Services	Total
01/04/2003 - 31/03/2004	7	6	3	5	12	33
2002 / 2003	11	6	8	3	13	41
2001 / 2002	18	10	6	0	25	59

Note: these figures will include complaints that were made prematurely to the Ombudsman and which we referred back to the authority for consideration.

Decisions	MI reps	LS	M reps	NM reps	No Mal	Omb Disc	OJ	Prem	Tot ex prem	Total
01/04/2003 - 31/03/2004	0	5	0	0	6	7	6	7	24	31
2002 / 2003	2	3	0	0	15	7	9	11	36	47
2001 / 2002	0	5	0	0	13	12	13	12	43	55

See attached notes for an explanation of the headings in this table.

Response times	FIRST ENQUIRIES	
	No. of First Enquiries	Avg no. of days to respond
01/04/2003 - 31/03/2004	11	33.0
2002 / 2003	9	32.3
2001 / 2002	26	27.4