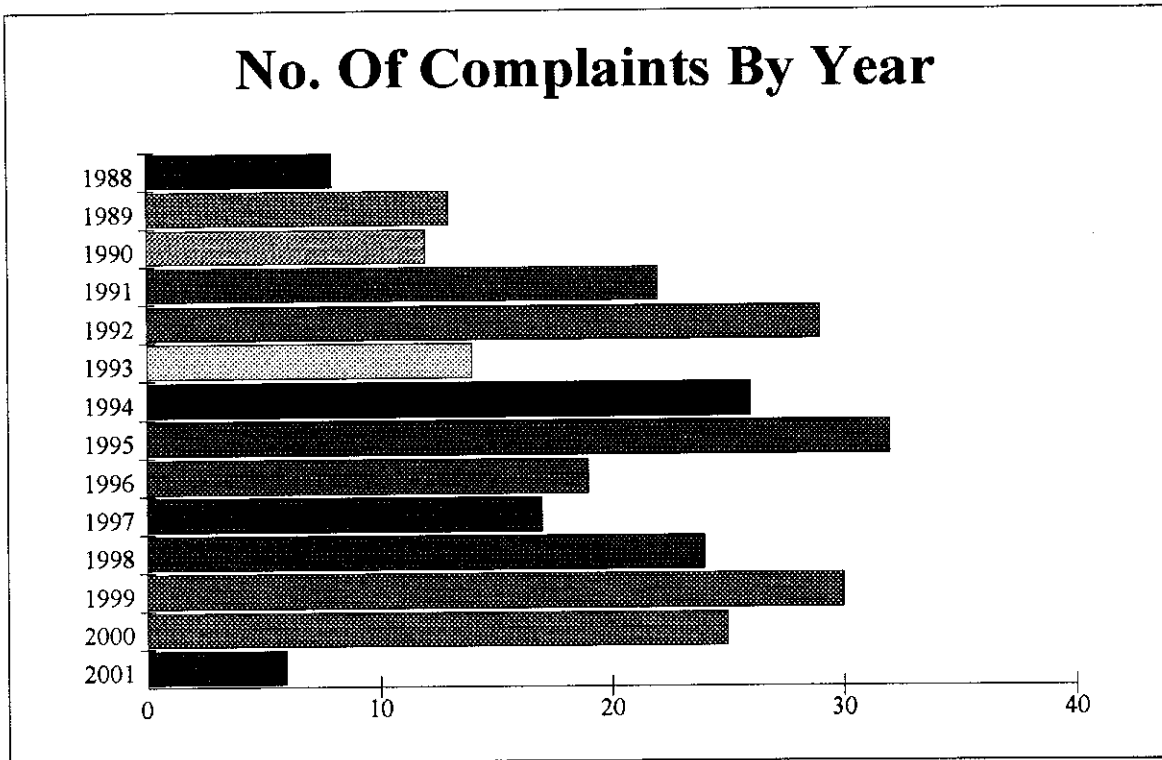


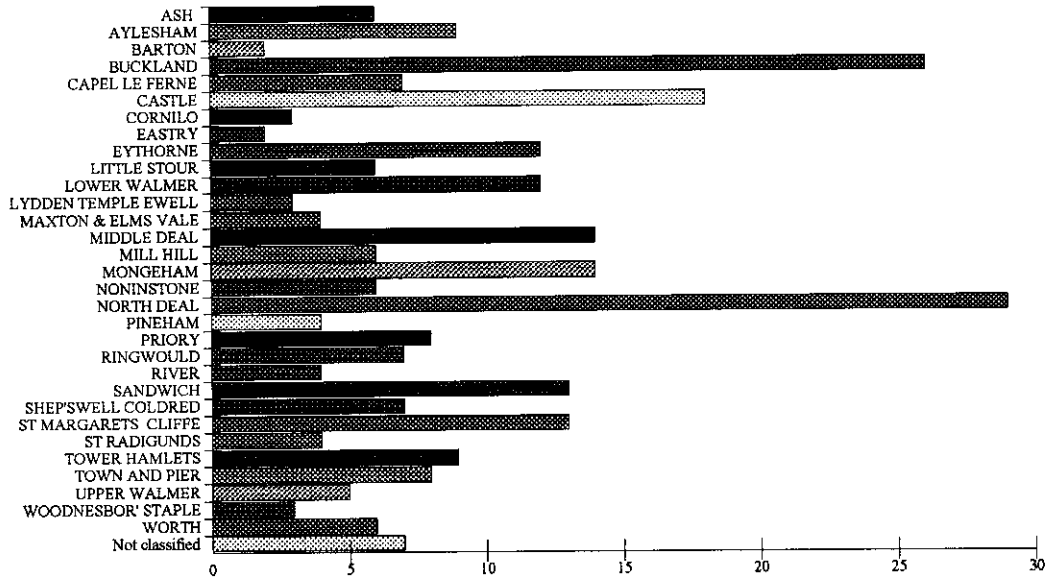
## COMPLAINTS RECEIVED SINCE 1 APRIL 2001

Ref	Receipt Date	Ward	Details of complaint
<u>Pending</u> C100282	18/04/2001	Sandwich	This complaint concerns the imposition of pay parking within the District and the Complainant alleged that the process had not been properly co-ordinated. The matter was referred to the Director of Planning and Technical Services who has sent a response to the complainant. Nothing further has been heard from the complainant.
C100283	01/05/2001	Ringwould	This complaint concerns the disabled access ramp at the Buckland Mill Toilet facilities and the complainant considered it difficult to travel across the stone surface. The matter was referred to the Director of Planning and Technical Services who investigated the issue raised. A letter has been sent to the Complainant advising that the work will be carried out as soon as possible.



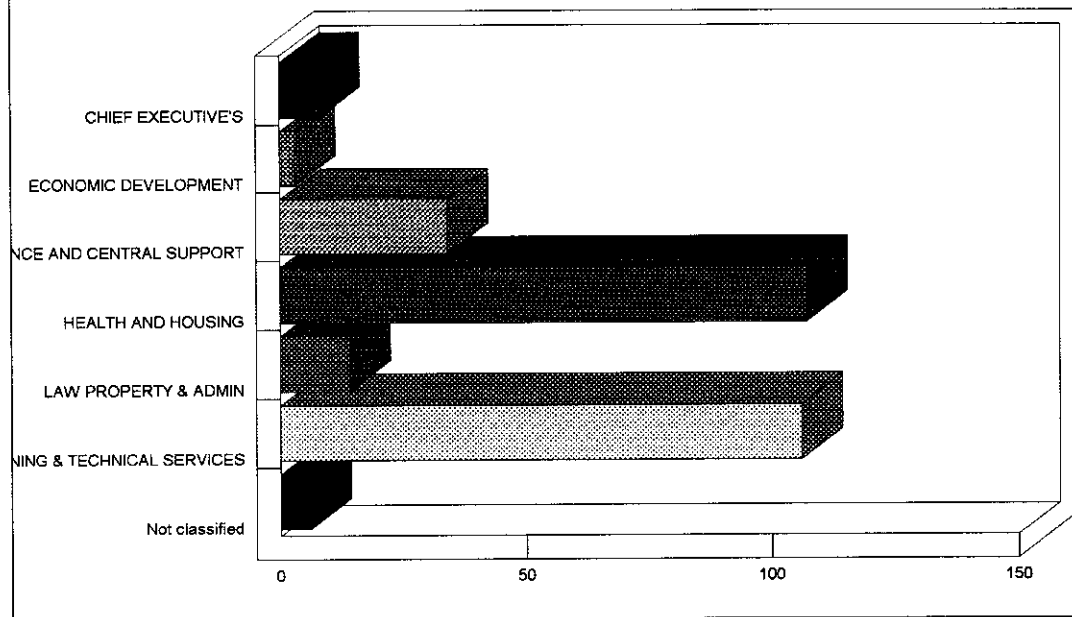
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

# No. Of Complaints By Ward



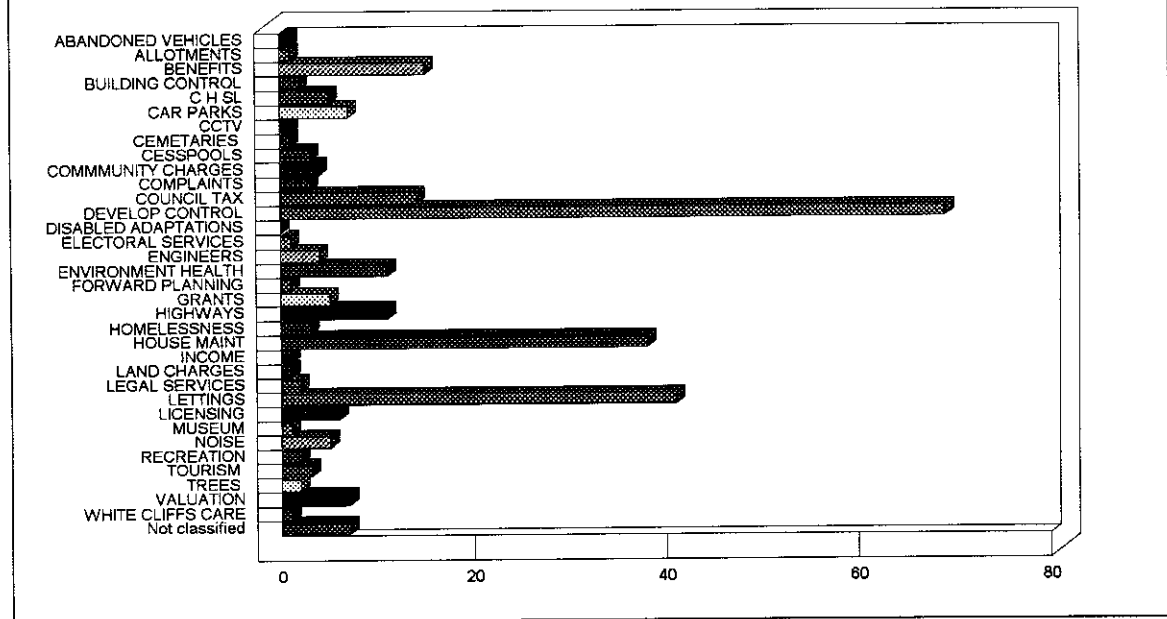
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

# No. Of Complaints By Department



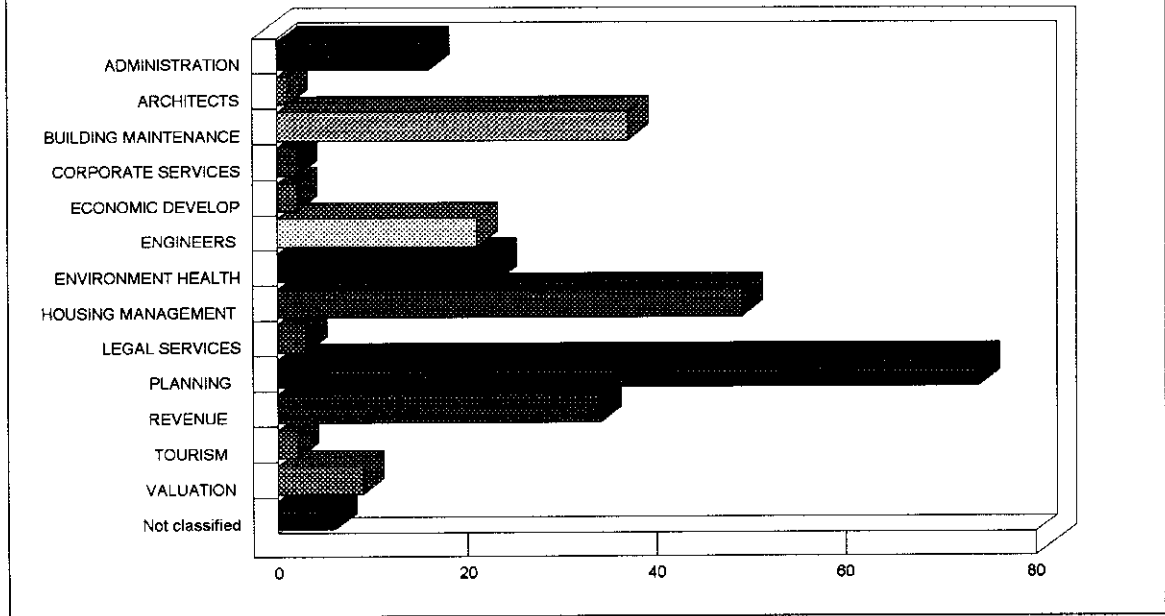
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

# No. Of Complaints By Service



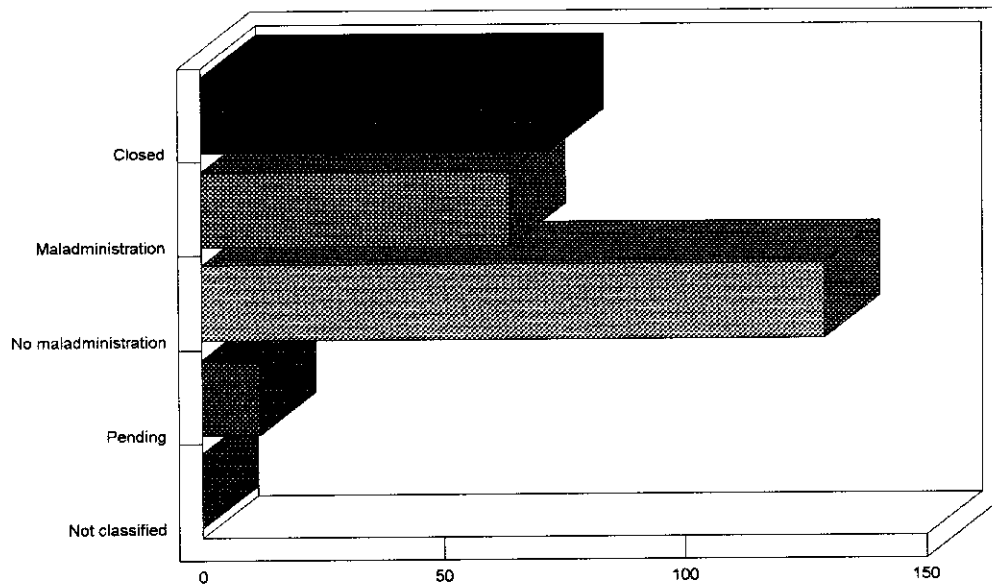
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

# No. Of Complaints By Section



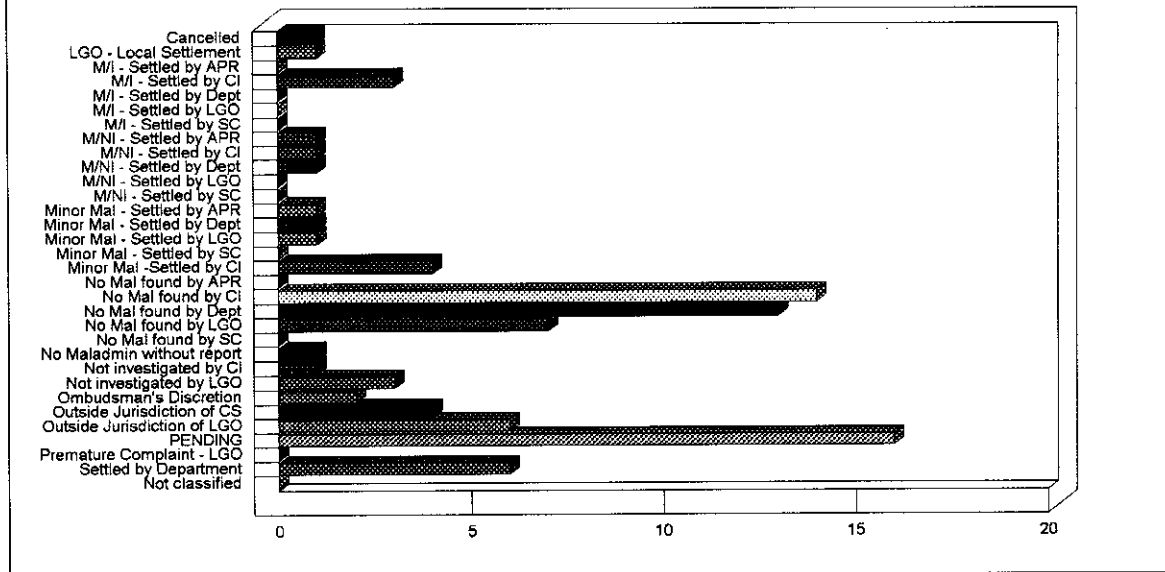
Complaint Receipt Date is between 01/09/1988 and 31/03/2001

# No. Of Complaints By Classification



Complaint Receipt Date is between 01/09/1988 and 31/03/2001

## No. Of Complaints By Findings 1/4/1998 TO 31/3/01



Complaint Receipt Date is between 01/04/1998 and 31/03/2001

**Key:**

- Mal = Maladministration
- CI = Complaints Investigator
- CS = Complaints System
- LGO = Local Government Ombudsman
- APR = Audit and Performance Review Sub-Committee (Prior to 10 May 2000)
- SC = Standards Committee (From 11 May 2000)
- M/I = Maladministration with injustice
- M/NI = Maladministration with no injustice