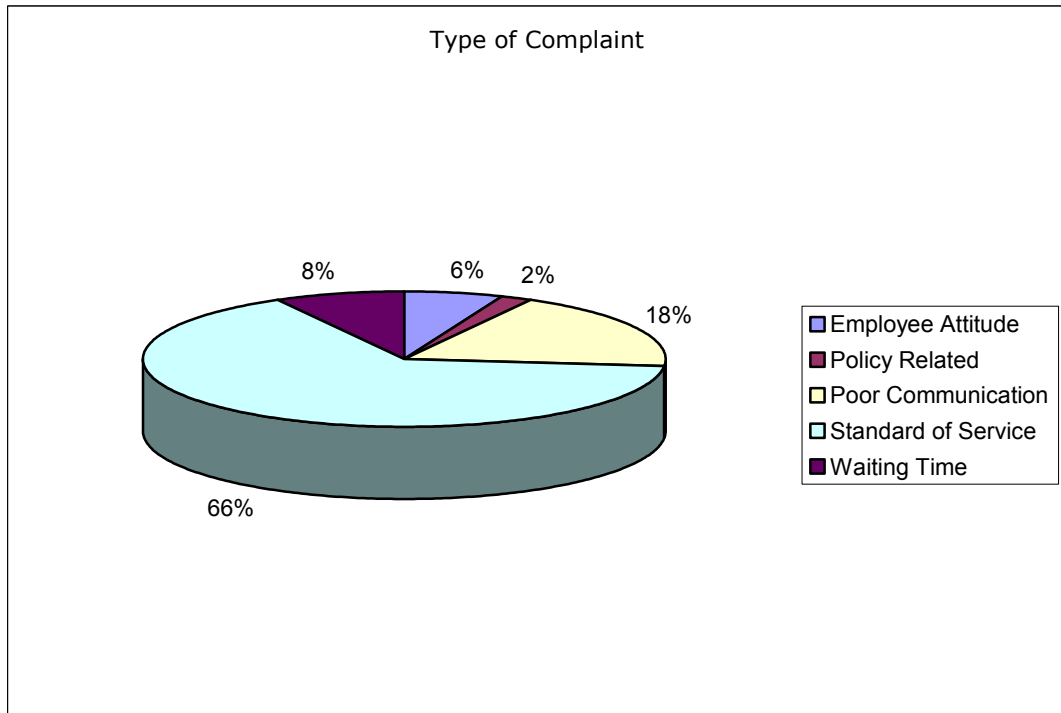


Analysis of Complaints

Types of Complaints

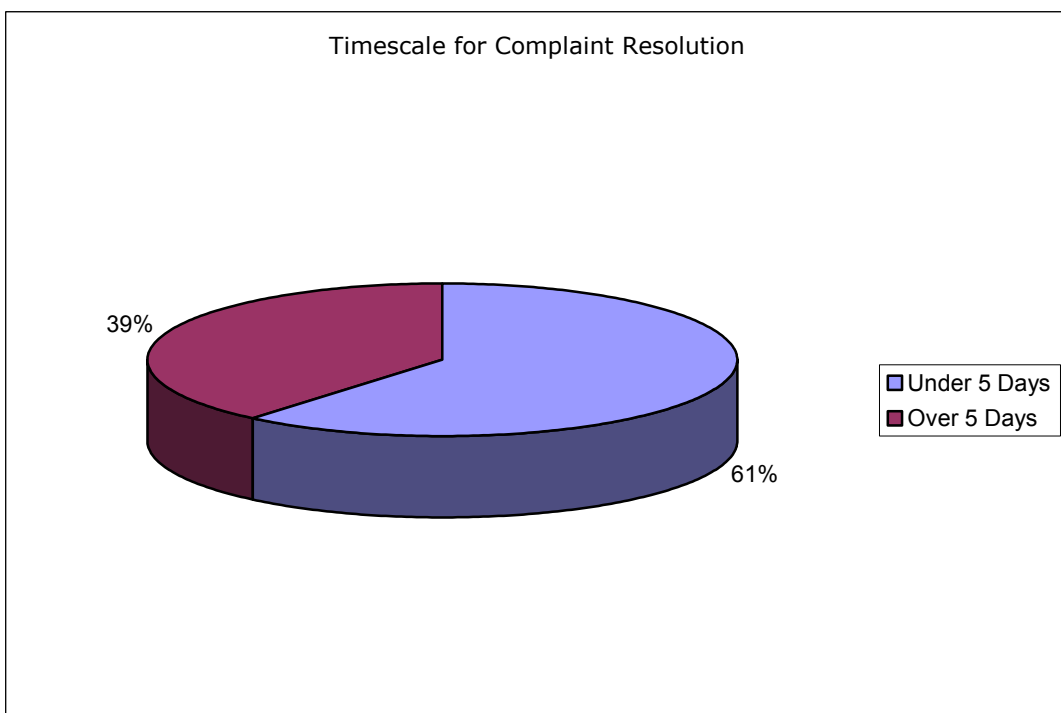
As can be seen from the graph below, 66% of our 49 complaints relating to the standard of service.



(June 2008-June 2009)

Timescales

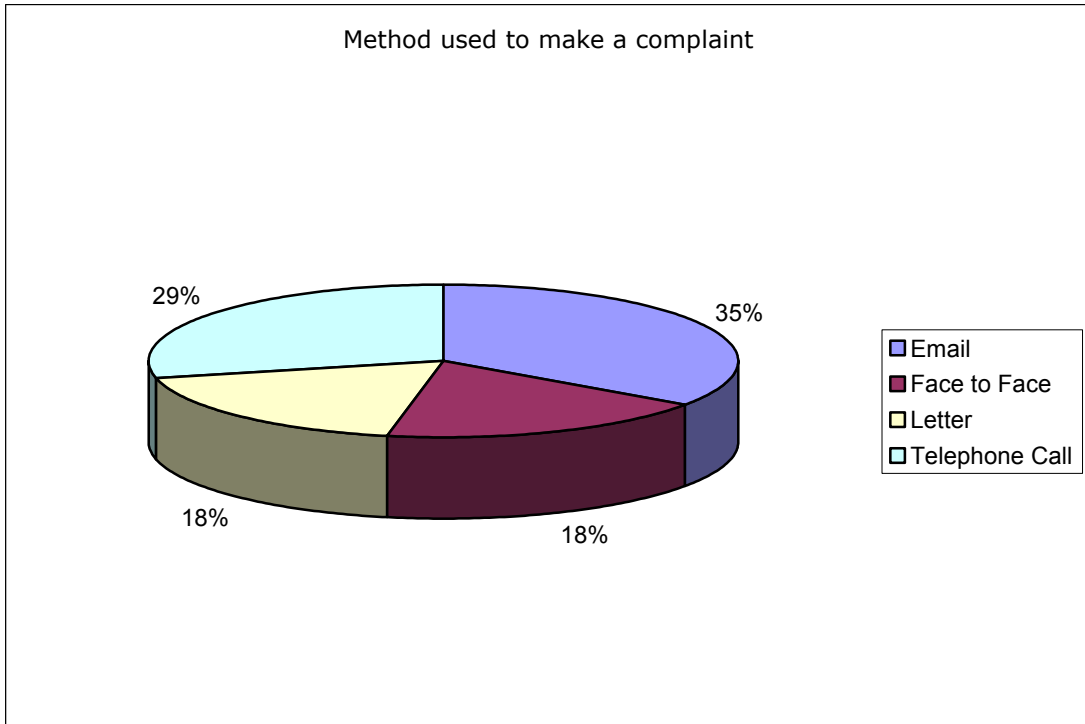
61% of complaints were resolved within the corporate 5 working days timescale. This is a result of the complex nature surrounding revenues and benefits.



(June 2008-June 2009)

Method of Contact

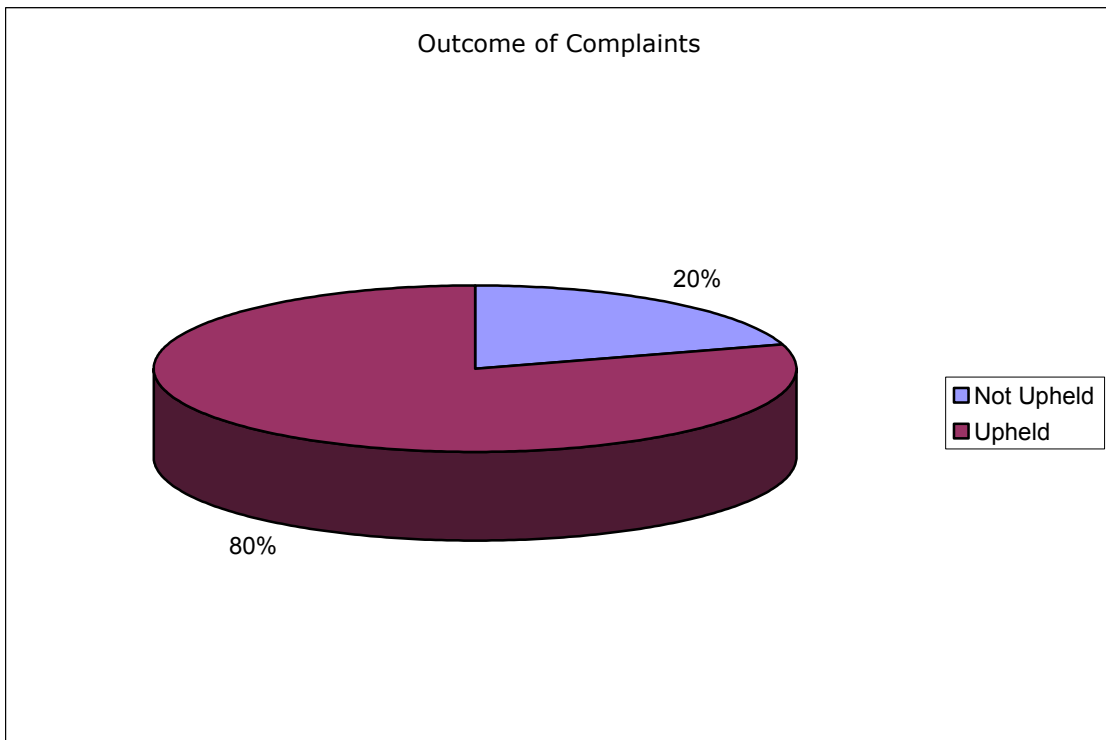
The methods of contact for complaints are similar to how our customers contact the Revenues Unit.



(June 2008-June 2009)

Outcome of Complaints

80% of complaints made to the Revenues Unit have been upheld in favour of the customer.



(June 2008-June 2009)