

COMPLAINTS AGAINST KCC RECEIVED BY LOCAL GOVERNMENT OMBUDSMAN OVER LAST 3 YEARS
(EXCLUDES PREMATURE COMPLAINTS)

Year		Corporate Services (Chief Exec's from 1/4/06)	Education & Libraries (CFE from 1/4/06)	Social Services (Adult Social Services from 1/4/06)	Strategic Planning (Environment and Regeneration from 1/4/06)	Communities (from 1/4/06)	Misc	Total	Percentage Change from Previous Year	
									Kent	England
04/05	Total Complaints Made	6	50	21	10		0	87	+19.2%	-1.5%
	Settled Locally (not investigated)	0	24	1	1		0	26		
	Formally investigated	0	6	1	0		0	7		
	Maladministration Found	0	0	0	0		0	0		
05/06	Total Complaints Made	2	86	18	17		2	125	+43.6%	-0.4%
	Settled Locally (not investigated)	0	25	3	1		0	29		
	Formally investigated	0	2	1	0		0	3		
	Maladministration Found	0	1	0	0		0	1		
06/07	Total Complaints Made	4	73	11	28	2	0	118	-5.6%	-
	Settled Locally (not investigated)	0	10	0	1	0	0	11		
	Formally investigated	0	0	0	0	0	0	0		
	Maladministration Found	0	0	0	0	0	0	0		
AS AT 07/06/07	Decision on whether to investigate awaited	0	2	1	8	0	0	11		
	Investigation in progress	0	1	0	0	0	0	1		