

Complaints received April 2009 - Sept 2009 – Quarters 1 & 2

Age	% of tenants from area diversity profile report	Total Number of Complaints Handled	% of complaints handled	Total responded to in time	% responded to in time	Total out of time	% out of time
16-24	7.81%	157	9.35	148	94.27%	9	5.73%
25-59	54.61%	1029	61.29	1006	97.76%	23	2.24%
60+	24.64%	243	14.47	233	95.88%	10	4.12%
No Data	12.94%	250	14.89	244	97.60%	6	2.40%
Totals	100%	1679	100	1631	97.14%	48	2.86%

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Disability	% of tenants from area diversity profile report	Total Number of Complaints Handled	% of complaints handled	Total responded to in time	% responded to in time	Total out of time	% out of time
No	84%	1536	91.48%	1490	97.00%	46	3.00%
Yes	16%	137	8.16%	135	98.54%	2	1.46%
No Data	0%	6	0.36%	6	100%	0	0.00%
Totals	100%	1679	100%	1631	97.14%	48	2.86%

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Race	% of tenants from area diversity profile report	Total Number of Complaints Handled	% of complaints handled	Total responded to in time	% responded to in time	Total out of time	% out of time
A1 Indian	0.3%	5	0.30%	5	100%	0	0%
A2 Pakistani	1.1%	17	1.01%	17	100%	0	0%
A3 Bangladeshi	0.1%	1	0.06%	1	100%	0	0%
A4 Other Asian - Record Other Details	0.7%	16	0.95%	16	100%	0	0%
B1 Black Caribbean	2.0%	55	3.28%	53	96.36%	2	3.64%
B2 Black African	2.5%	15	0.90%	15	100%	0	0%
B3 Other Black - Record Other Details	1.7%	37	2.20%	36	97.30%	1	2.70%
C1 Chinese	0.1%	1	0.06%	1	100%	0	0%
C2 Other Ethnic Group - Record Other	1.1%	7	0.42%	7	100%	0	0%
M1 Mixed White And Black Caribbean	2.9%	87	5.18%	81	93.10%	6	6.90%
M2 Mixed White And Black African	0.3%	2	0.12%	2	100%	0	0%
M3 Mixed White And Asian	0.2%	5	0.30%	5	100%	0	0%
M4 Other Mixed - Record Other Details	0.4%	8	0.48%	7	87.5%	1	12.5%
Question Refused	0.5%	12	0.71%	12	100%	0	0%
W1 White British	62.9%	1079	64.26%	1048	97.13%	31	2.87%
W2 White Irish	1.0%	12	0.71%	12	100%	0	0%
W3 Other White - Record Other Details	1.4%	17	1.01%	17	100%	0	0%
Unknown	20.8%	303	18.05%	294	97.03%	9	2.97%
Total	100.0%	1679	100%	1631	97.14%	48	2.86%

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Gender	% of tenants from area diversity profile report	Total Number of Complaints Handled	% of complaints handled	Total responded to in time	% responded to in time	Total out of time	% out of time
Female	58.93%	1017	60.57%	988	97.15%	29	2.85%
Male	40.70%	586	34.90%	570	97.27%	16	2.73%
No Data	0.37%	76	4.53%	73	96.05%	3	3.95%
Totals	100%	1679	100%	1631	97.14%	48	2.86