

Complaints received by category	Education	Highways	Housing (not incl. HB)	Housing Benefit	Local Taxation	Other	Planning	Social Services	Total
01/04/2003 - 31/03/2004	4	2	43	2	2	14	16	3	86
2002 / 2003	6	3	57	4	1	11	11	1	94
2001 / 2002	7	10	38	4	4	10	14	2	89

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	7	25	1	0	22	10	6	20	71	91
2002 / 2003	2	17	0	0	32	14	11	23	76	99
2001 / 2002	1	14	0	0	17	22	6	20	60	80

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	51	33.2
2002 / 2003	49	33.3
2001 / 2002	45	33.3