



NORTH HERTFORDSHIRE DISTRICT COUNCIL

TABLE 2

COMMENTS, COMPLIMENTS AND COMPLAINTS

	1 Apr 2006 – 31 March 2007	1 Apr 2007 – 31 March 2008	1 Apr 2008 – 31 March 2009
Volume of comments received	107	324	274
Volume of compliments received	187	177	200
Volume of complaints received	442	860	727
% of complaints responded to in target*	80%	75%	69%

* Target is to provide a full response to 80% of complaints within 10 working days