

Type of complaint	Justified			Partially Justified			Not Justified		
	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008	2005/2006	2006/2007	2007/2008
Procedure or system error									
Staff error	1	1	1						
Staff attitude	2			2			24		
Policy		1					4		1
Service Delivery		3		3			2		4
Contractor	2	5	1		1	2		9	5

	2005/2006	2006/2007	2007/2008
Compliments	7	19	13

