

Appendix 3

	2010/2011	2011/2012	Wiltshire Council	West Berkshire
Response times	25	24.3 days	38.9 days	36.0 days
Total No of complaints investigated by the Local Government Ombudsman	26	25	51	21
Adult Care Services	1	4	6	1
Benefits & Tax	7	4	0	2
Corporate and Other Services	3	4	5	3
Education & Children's Services	2	3	9	2
Environmental Services & Public Protection & Regulation	4	3	6	4
Highways & Transport	5	5	5	1
Housing	1	2	3	4
Planning & Development	3	1	17	4
Total No. of premature complaints referred to the Council to be put through the internal complaints procedure.	21	22	25	8