

## Enfield Complaints Scheme 2007/08

Department	COMPLAINTS RECEIVED			Stage 1 answered within time limit	Stage 1 fully or partially upheld
	Stage 1	Stage 2	Stage 3		
FCR	5	0	0	2	4
ECSL	92	2	1	83	55
ESSP	237	43	20	196	150
PPP	433	49	8	357	262
HASC	28	2	1	28	11
C.EXEC	57	0	0	57	40
<b>TOTAL 2007/08</b>	<b>852</b>	<b>96</b>	<b>30</b>	<b>723 (85%)</b>	<b>522 (61%)</b>
<b>2006/07</b>	714	70	28	560 (78%)	345 (48%)
<b>2005/06</b>	661	62	21	494 (75%)	354 (54%)
<b>2004/05</b>	781	46	18	(76%)	(77%)
<b>2003/04</b>	918	80	27	(82%)	(57%)