

## Statistical Overview for the 2007/ 2008 Financial Year

### July to September 2007 (Quarter 1)

Between July and September 2007, our office dealt with **261 complaints**, which represents a slight decrease from the previous quarter's total of 280.

### October to December 2007 (Quarter 2)

During this time the office dealt with **439 complaints**, compared to 261 complaints in the first quarter. This is a substantial increase of 68%, partially as a result of our new location on the concourse level of the Civic Centre, and the greater public awareness that our recent advocacy initiatives generated.

### January to March 2008 (Quarter 3)

The office dealt with **618 complaints** in this quarter, compared to 439 complaints in the previous quarter. Once again, this increase – by 41% – is most likely a result of greater awareness among the public and the office's more accessible premises.

On average, a provisional view or progress report was given within **34 days** from the date of receipt of the complaint. This is a significant improvement compared to the previous quarter's average of 44 days, especially in view of the increased caseload. Nevertheless the office of the ombudsman is working towards lowering this to 30 days.

During this quarter **55% of the cases lodged were resolved**. Again, this is a considerable improvement on the previous quarter's achievement of 34%. The situation has been gradually improving since the filling of the critical staff vacancies.

### April to June 2008 (Quarter 4)

Overall the last quarter saw a decrease in complaints against the City. A total number of **421 complaints** were dealt with in this quarter, compared to 618 in the third quarter.

On average a provisional view or progress report was given within **48 days** from the date of receipt of the complaint. This exceeds the targeted 30 day-standard, and measures have been implemented to address the overall turnaround times for finalising complaints.

During the past quarter **53%** of the **cases** lodged were **resolved**. Although this is a considerable improvement compared to the initial figure of 34%, further improvement is necessary. Again measures are being implemented to ensure ongoing improvements with a view to reaching a target of 70% in the next financial year.

The acceptance of the ombudsman's recommendations to line departments is important in view of the fact that the ombudsman does not make binding decisions, mandate policies, or formally adjudicate issues. It functions on an informal basis and attempts to resolve complaints amicably. The fourth quarter saw **59%** of **recommendations accepted**, which exceeds our target of 55%.