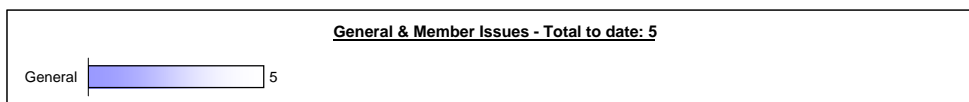
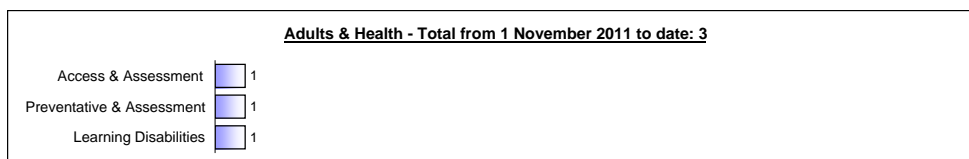
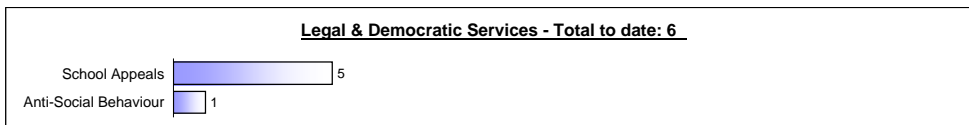
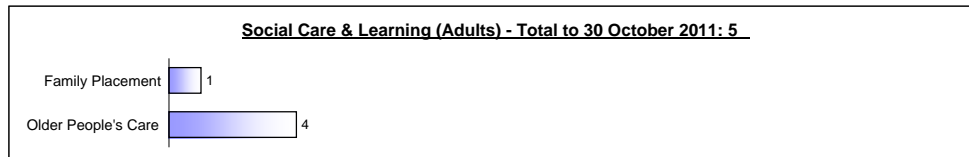
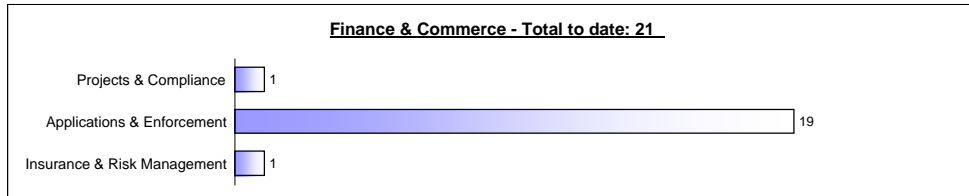
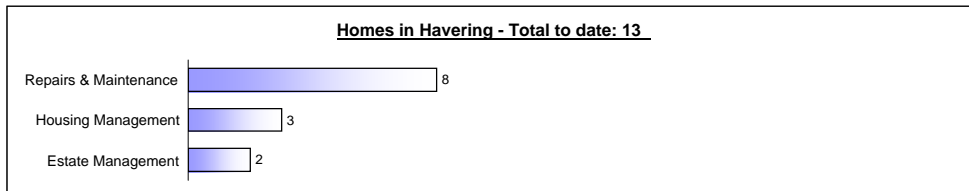
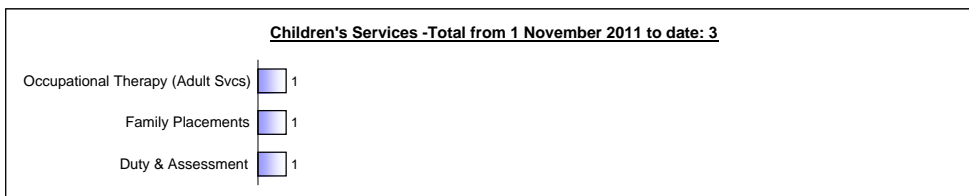
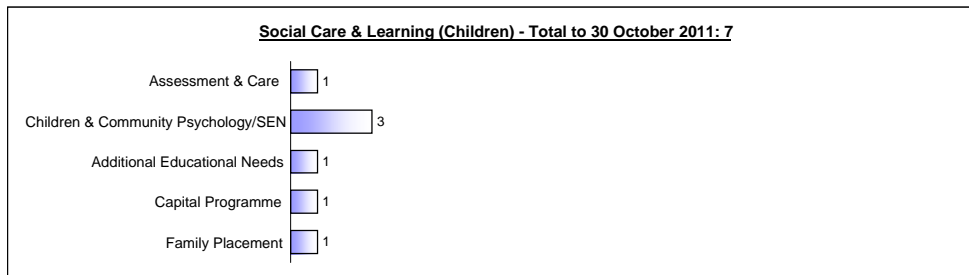
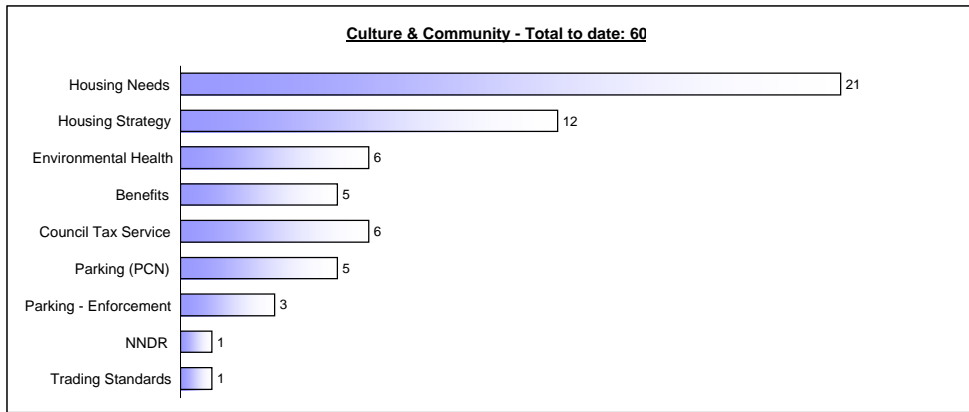


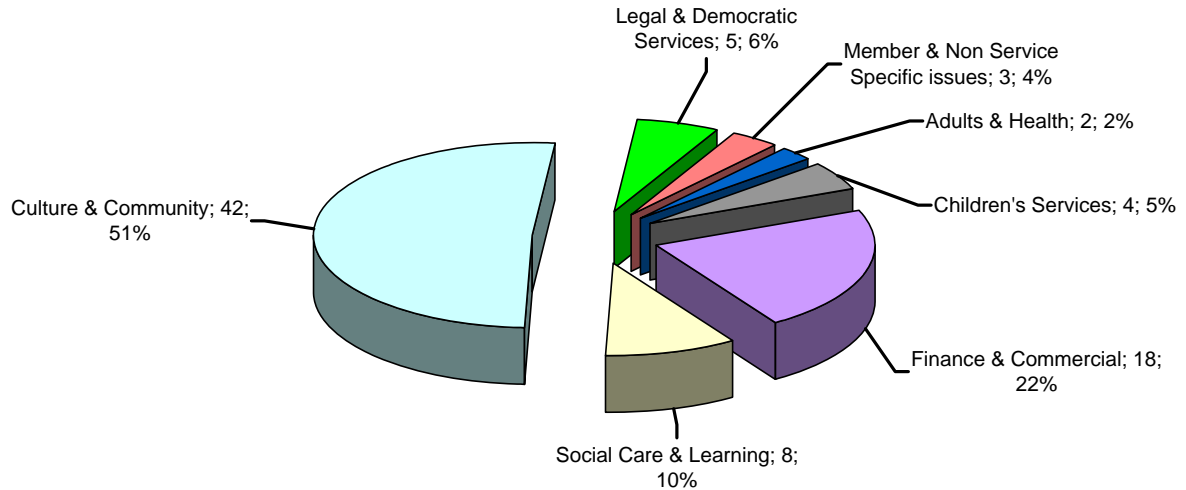
Ombudsman investigations: By Service Area in Group Directorates
To 31 March 2012



Evaluation of Ombudsman Activity

Directorate Involvement - Total of complaints from the LGO (whether *investigated* or not) to 31 March 2012: 82

Referrals from the Ombudsman dealt with as Corporate Complaints (Prematures) are not shown



Service Area Involvement - Total of complaints from the LGO (whether *investigated* or not) to 31 March 2012: 82

Referrals from the Ombudsman dealt with as Corporate Complaints are not shown

