

Complaints and compliments summary

1 October to 31 December 2008

This is a summary of the numbers and types of complaints and compliments that we received between 1 October and 31 December 2008, with comparisons to previous periods.

Complaints

Period	Overall number of complaints	% of overall number of complaints that were upheld by Land Registry	% of overall number of complaints that were partially upheld by Land Registry
1 Oct to 31 Dec 08 *	505	29	8
22 Jul to 30 Sep 08 *	444	32	10
1 Apr to 22 Jul 08 *	693	36	9
1 Jan to 31 Mar 08	720	50	-

* New complaint categorisation system in operation

Overall, the four most common complaints were:

Period	1 Oct to 31 Dec 08 *	22 Jul to 30 Sep 08 *	1 Apr – 22 Jul 08 *	Jan – Mar 08
Complaint	Practice . cancellation and rejection . 18%	Practice . cancellation and rejection . 16%	Practice . cancellation and rejection . 14%	Practice and policy . 31%
	Errors . administrative . 11%	Unclear / unhelpful guidance . 13%	Errors . administrative . 12%	Cancellation procedures . 15%
	Unclear / unhelpful guidance . 10%	Errors . administrative . 10%	Unclear / unhelpful guidance . 12%	Errors . 10%
	Errors . register / title plan . 8%	Errors . register / title plan . 9%	Errors . register / title plan . 10%	Wrong Information Supplied . 7%

* New complaint categorisation system in operation

Compliments

We recorded 348 compliments this quarter.

The five most common types of compliment were:

Compliment	Percentage of total compliments
Courtesy and helpfulness	59%
Courtesy and speed of service	16%
Skill and expertise	9%
Speed of service	8%
Open days and visits	3%