

2018-19

Children and Young People Statutory Customer Feedback

Annual (April 2018-March 2019)

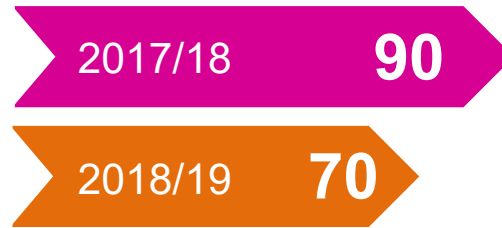
Formal Complaints Received



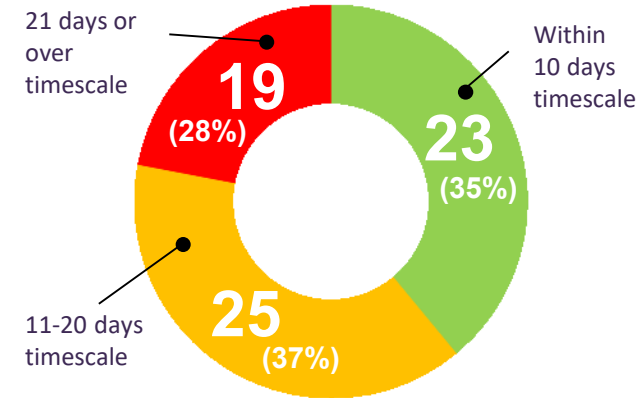
This represents a
decrease of



Stage 1 Complaints Comparison



Response Timescales



Average Complaint Response Time

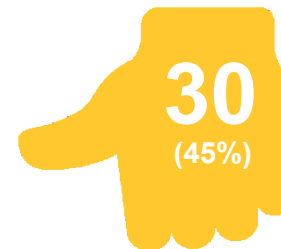


Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Partially At Fault



Complaints where The Council Is Not At Fault

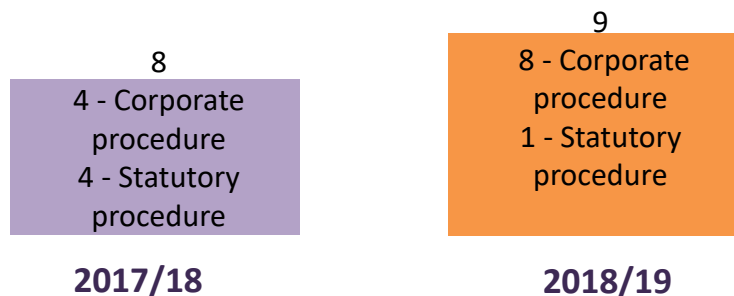


2018-19

Children and Young People Statutory Customer Feedback

Annual (April 2018-March 2019)

Stage 2 Complaints Comparison Annual Breakdown



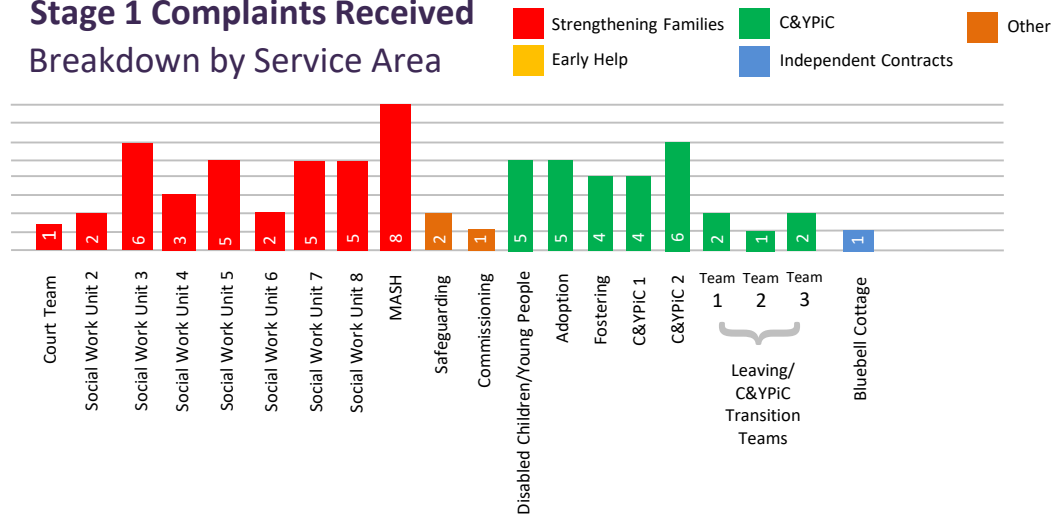
Stage 3 Complaints Comparison Annual Breakdown



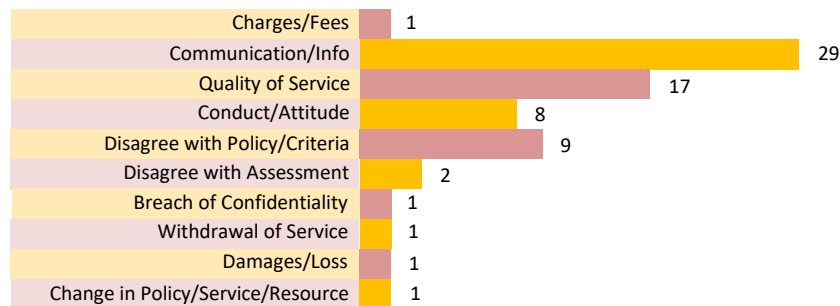
Local Government and Social Care Ombudsman (LGSCO) Enquiries



Stage 1 Complaints Received Breakdown by Service Area



Stage 1 Complaints Received Breakdown by Category



105

Compliments

68

Informal Complaints

2018-19

Adult Social Care and Public Health Statutory Customer Feedback

Annual (April 2018-March 2019)

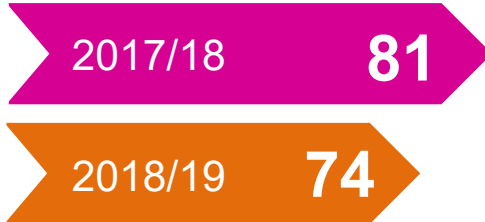
Formal Complaints Received



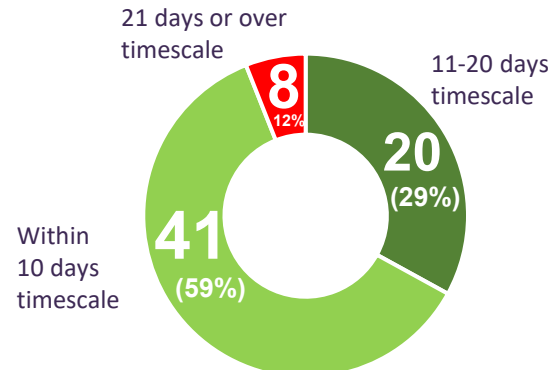
This represents a decrease of



Stage 1 Complaints Comparison



Response Timescales



Average Complaint Response Time



Complaints Where The Council Is At Fault (Upheld)



Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Complaints Where The Council Is Partially At Fault



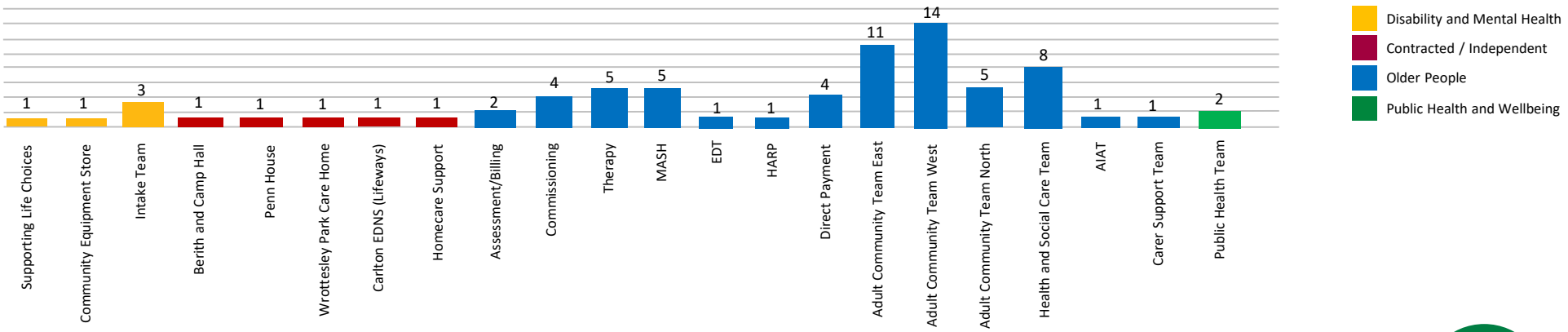
Complaints Where The Council Is Not At Fault



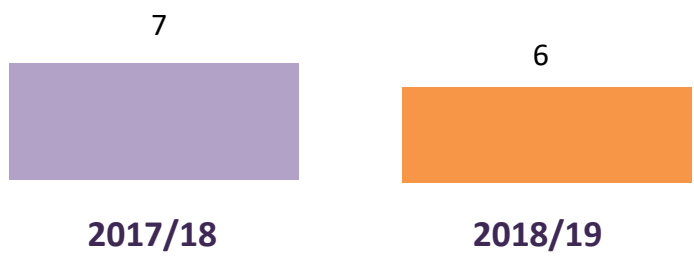
2018-19 Adult Social Care and Public Health Statutory Customer Feedback

Annual (April 2018-March 2019)

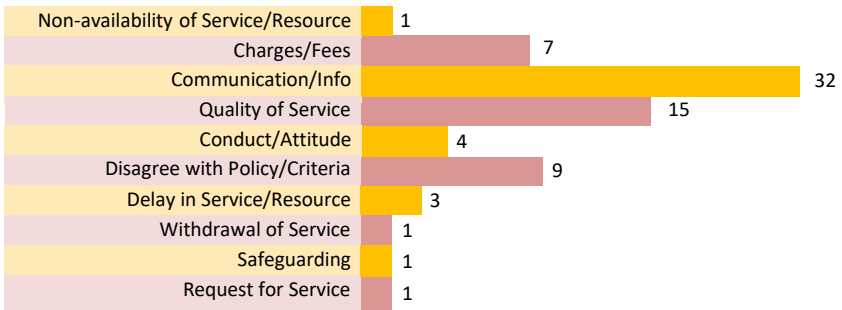
Stage 1 Complaints Received Breakdown by Service Area



Local Government and Social Care Ombudsman (LGSCO) Enquiries or Investigations



Stage 1 Complaints Received Breakdown by Category



161

Compliments

78

Informal Complaints