

Stage 1 Annual Corporate Customer Feedback

Annual 2018 – 2019

Complaints Received



Complaints where the Council is at fault (*upheld*)



Issues have been identified from 85 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 not at fault



Response Timescales

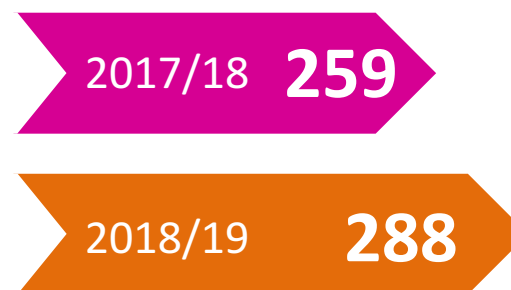


5%
Not responded to within timescales

Average Complaint Response Time



Stage 1 Complaints Comparison for 2018/19



Complaints received increased by

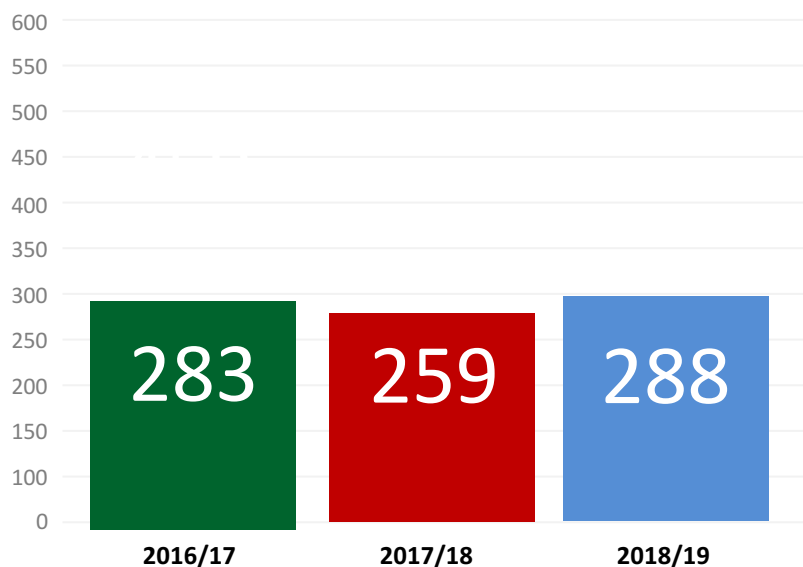


In comparison to 2017/18 an increase has been seen in the number of complaints received.

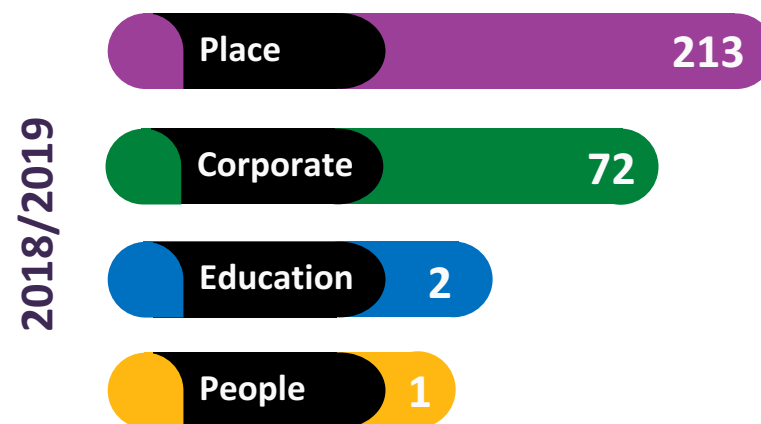
Stage 1 Annual Corporate Customer Feedback

Annual 2018 – 2019

Stage 1 Complaints Comparison



Stage 1 Complaints Breakdown by Directorate



Annual
Compliments
Received

513

Stage 1 Annual Corporate Customer Feedback

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Stage 1 Complaints Received Breakdown by Service Area

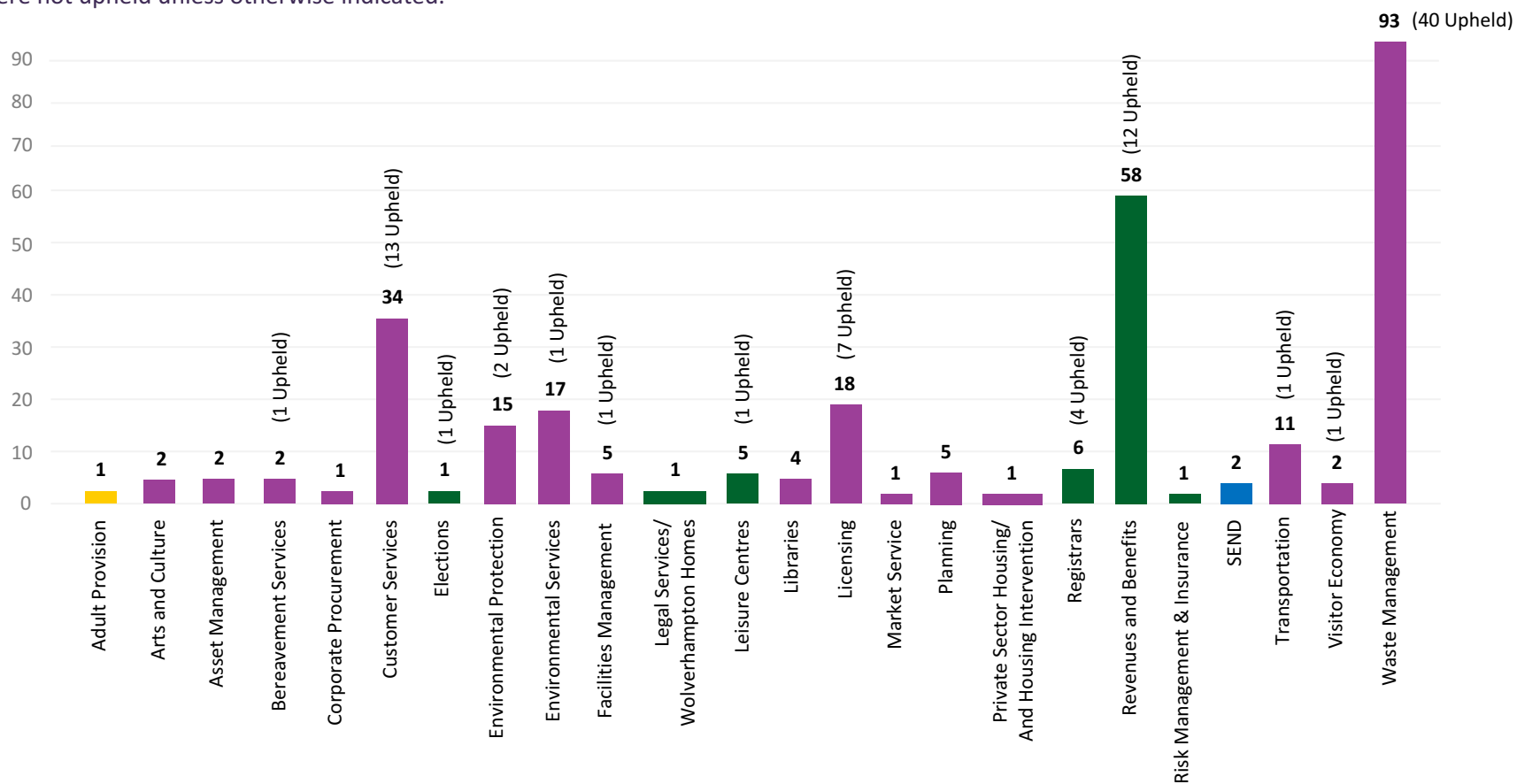
Place 213

Corporate 72

Education 2

People 1

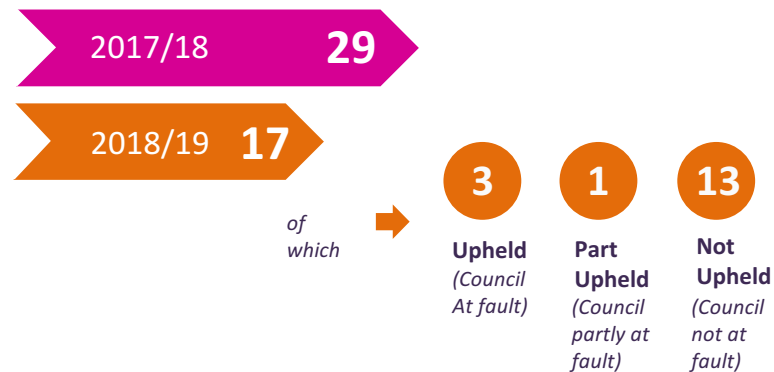
Complaints were not upheld unless otherwise indicated.



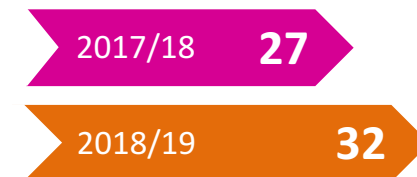
Stage 2 – Annual Corporate Customer Feedback and Local Government and Social Care Ombudsman (LGSCO) Enquiries

Annual 2018 – 2019

Stage 2 Complaints Comparison for 2018/2019



LGSCO/Housing Ombudsman Enquiries for 2018/2019



Annual Figures increased for 2018/19 by 5 cases compared to 2017/18. Customer Feedback team has also received 54 initial LGSCO/HO assessment enquiries for 2018/19.