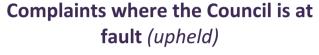
## Stage 1 Annual Corporate Customer Feedback

#### CITY OF WOLVERHAMPTON C O U N C I L

#### Annual 2018 – 2019







5%

Not

responded to

within timescales

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** 



#### 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

#### CITY OF WOLVERHAMPTON COUNCIL

#### Annual 2018 – 2019



#### Stage 1 Complaints Comparison

#### **Stage 1 Complaints** Breakdown by Directorate





## Stage 1 **Annual Corporate Customer Feedback**



Annual 2018 - 2019

#### **Stage 1 Complaints Received**

#### Education Place People 213 Corporate 72 2 Breakdown by Service Area 93 (40 Upheld) 90 (12 Upheld) 80 70 58 (13 Upheld) 60 50 (7 Upheld) (1 Upheld) 40 34 (2 Upheld) (1 Upheld) (1 Upheld) (1 Upheld) (1 Upheld) (4 Upheld) 30 (1 Upheld) (1 Upheld) 18 17 15 20 11 6 5 10 5 2 2 2 1 1 1 0 Visitor Economy Waste Management Licensing Libraries Planning SEND Arts and Culture Environmental Protection Leisure Centres **Market Service** Registrars **Fransportation** Asset Management **Corporate Procurement** Elections **Environmental Services** Wolverhampton Homes And Housing Intervention **Revenues and Benefits** Adult Provision Bereavement Services **Customer Services** Facilities Management Legal Services/ Risk Management & Insurance Private Sector Housing/

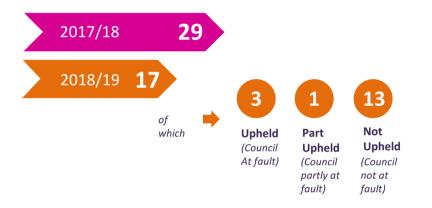
Complaints were not upheld unless otherwise indicated.



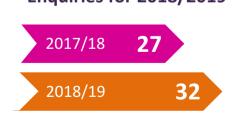
### Stage 2 – Annual Corporate Customer Feedback and Local Government and Social Care Ombudsman (LGSCO) Enquiries

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.

