

Appendix 1 Statutory Customer Feedback Children's Services

Annual (1 April 2019 – 31 March 2020)

Formal Complaints Received
See Appendix 3 (1.2)



Average Complaint Response Time
See Appendix 3 (1.3 and 1.4)



Statutory complaints

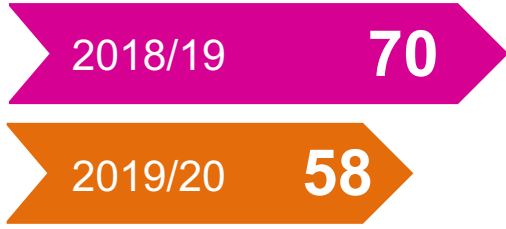


Corporate complaints

This represents a decrease of



Stage 1 Complaints Comparison
See Appendix 3 (1.2)

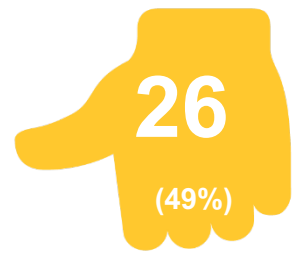


Complaints where the council is at fault (upheld)
Cases closed during 19/20
See Learning Appendix 4



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.

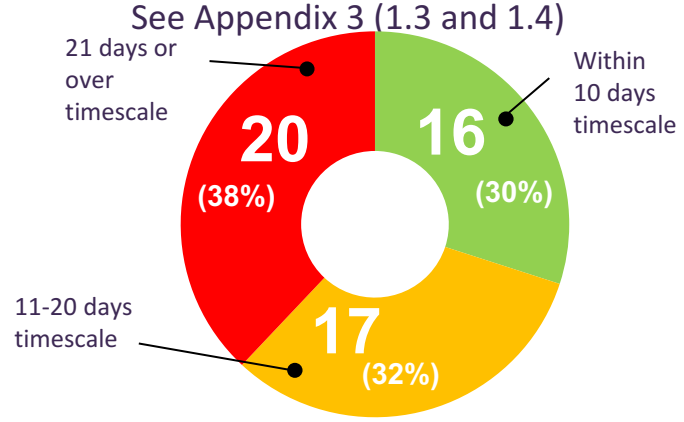
Complaints where the council is partially at fault
Cases closed during 19/20



Complaints where the council is not at fault
Cases closed during 19/20



Response Timescales for complaints closed during 2019/20



Appendix 1 Statutory Customer Feedback Children's Services

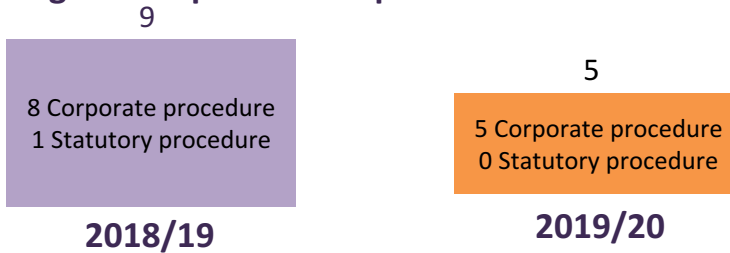
Annual (1 April 2019 – 31 March 2020)

Stage 1 Complaints Comparison – Annual Breakdown

Appendix 3 (1.2)



Stage 2 Complaints Comparison – Annual Breakdown



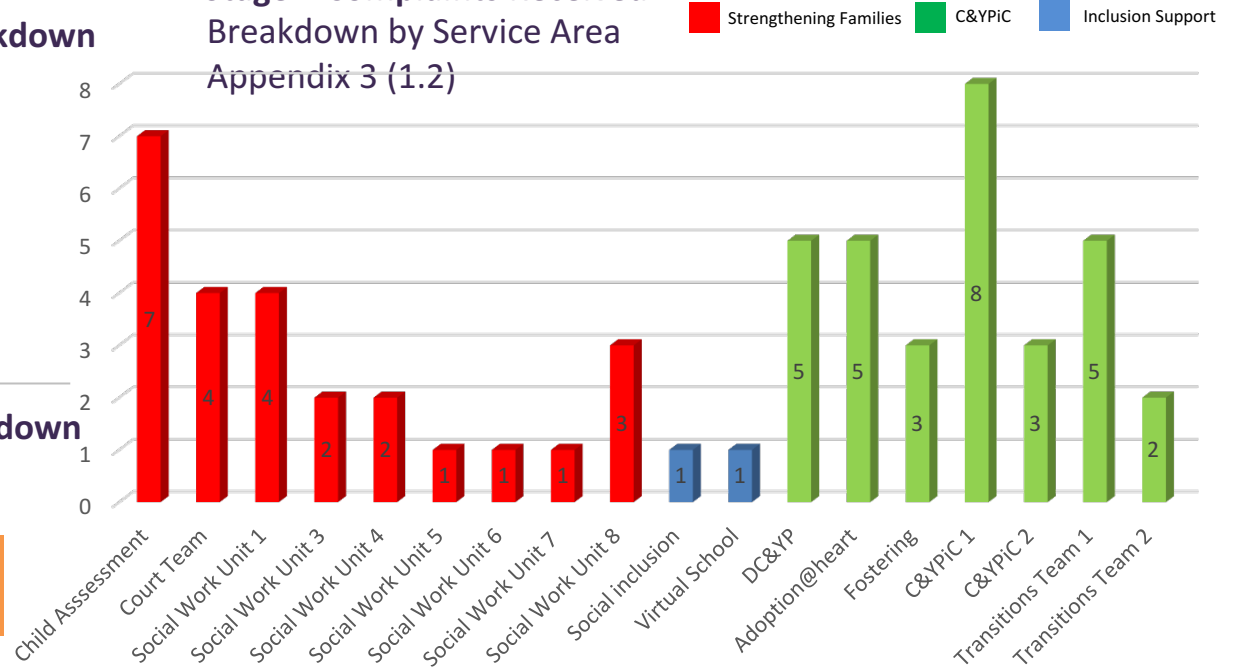
Stage 3 Complaints Comparison - Annual Breakdown



Stage 1 Complaints Received

Breakdown by Service Area

Appendix 3 (1.2)



Compliments
Appendix 3 (1.8)



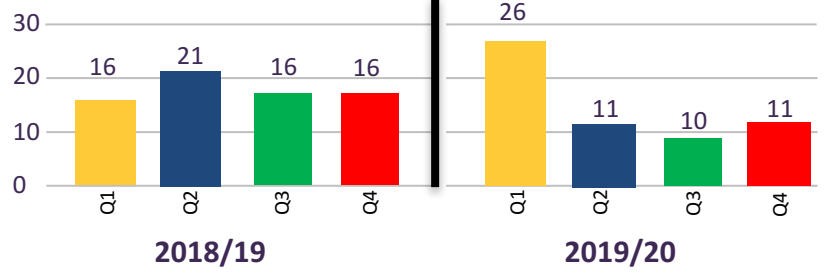
Informal Complaints
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Children's Services

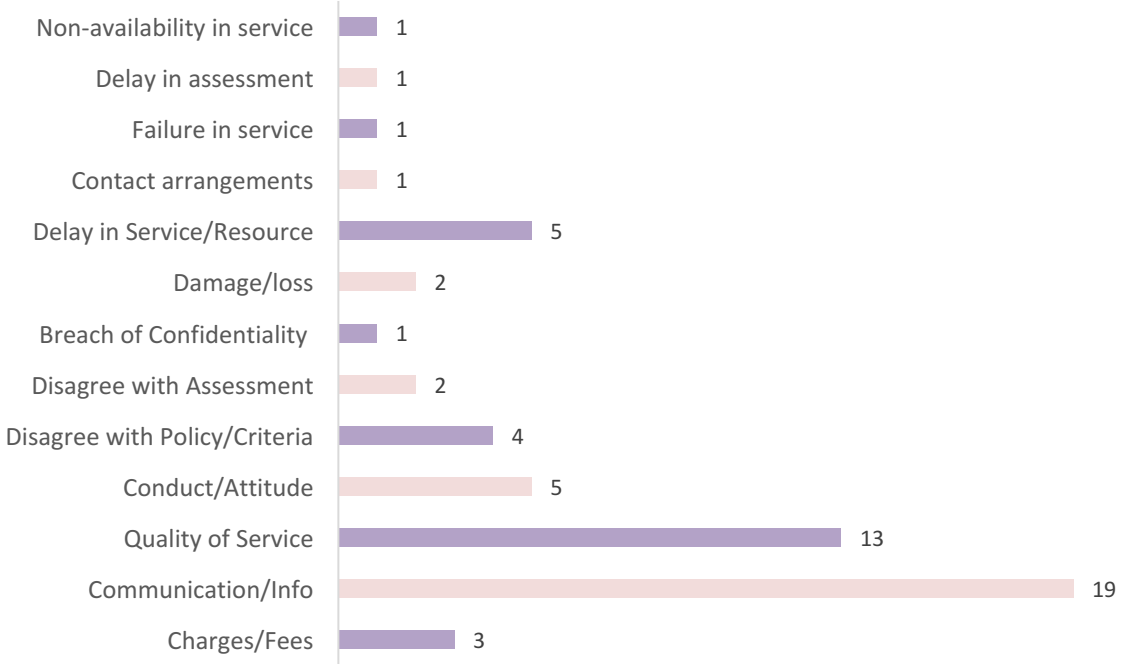
Annual (1 April 2019 – 31 March 2020)

Stage 1 Complaints Comparison – Appendix 3 (1.2)

Breakdown by Quarter

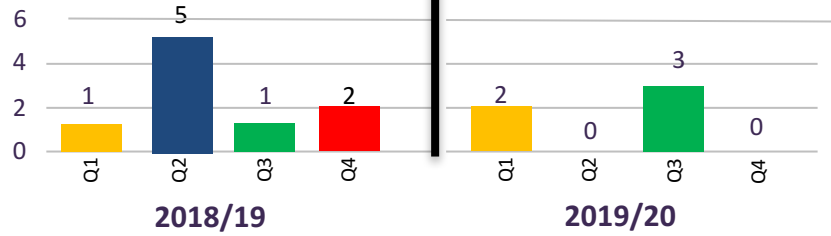


Annual Stage 1 Complaints Received Breakdown by Category



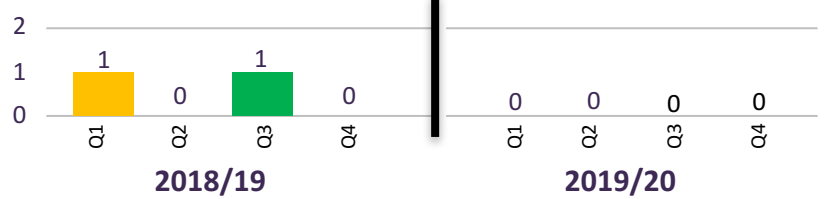
Stage 2 Complaints Comparison – Appendix 3 (1.5)

Breakdown by Quarter



Stage 3 Complaints Comparison – Appendix 3 (1.6)

Breakdown by Quarter



Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2019 – 31 March 2020)

Formal Complaints Received
See Appendix 3 (3.2)

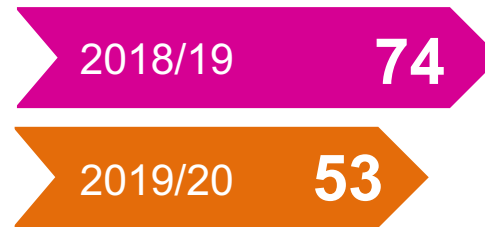


This represents a decrease of

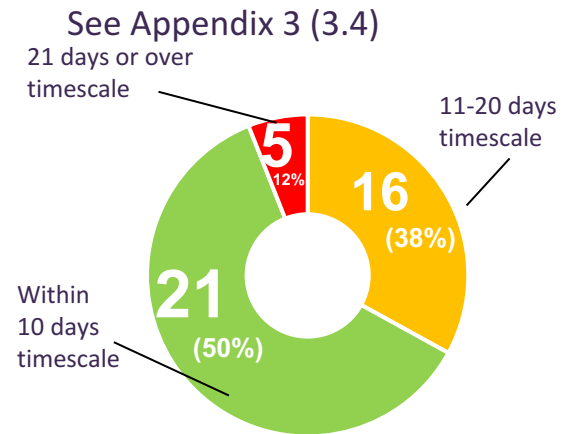


21

Stage 1 Complaints Comparison
See Appendix 3 (3.2)



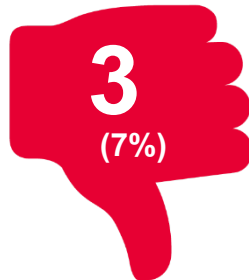
Response Timescales for complaints closed during 2019/20
See Appendix 3 (3.4)



Average Complaint Response Time
See Appendix 3 (3.4)

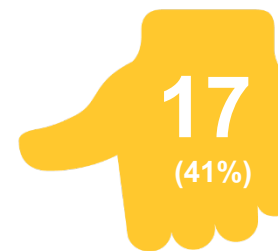


Complaints where the council is at fault (upheld)
Cases closed during 19/20
See Learning Appendix 4



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
Cases closed during 19/20



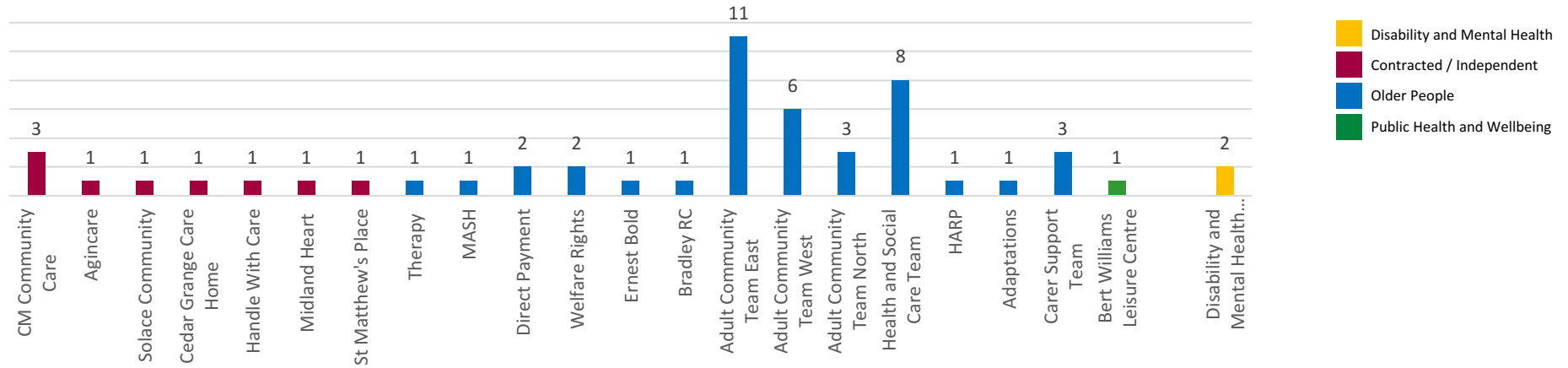
Complaints where the council is not at fault
Cases closed during 19/20



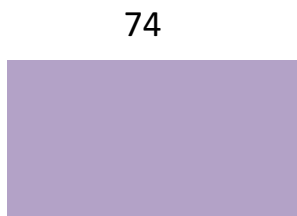
Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2019 – 31 March 2020)

Stage 1 Complaints Received Breakdown by Service Area - See Appendix 3 (3.2)



Stage 1 Complaints Comparison - Annual Breakdown



2018/19



2019/20



Compliments
Appendix 3 (3.5)



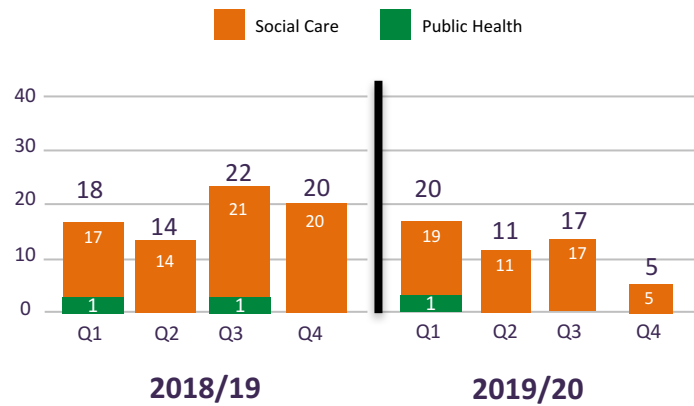
Informal
Complaints
Appendix 3 (3.1)

Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2019 – 31 March 2020)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Annual Stage 1 Complaints Received

Breakdown by Category

