

Appendix 2 Stage 1 Annual Corporate Complaints

Annual Report (1 April 2019 to 31 March 2020)

Complaints Received

See Appendix 3 (4.2 and 4.3)



Complaints where the Council is at fault

(upheld) See Learning Appendix 4



Issues have been identified from 54 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.

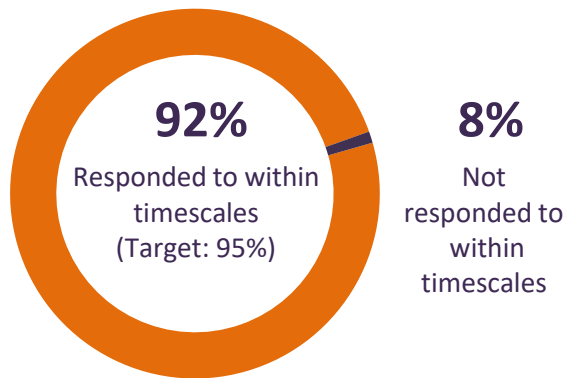
Complaints where the Council is not at fault

See Learning Appendix 4



Response Timescales

See Appendix 3 (4.4)



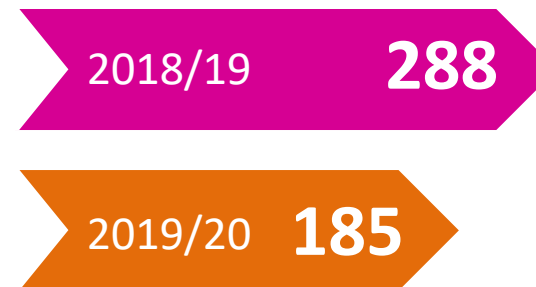
Average Complaint Response Time

See Appendix 3 (4.4)



Stage 1 Complaints Comparison for 2019/2020

See Appendix 3 (4.2)



Complaints received decreased by



In comparison to 2018/19 a decrease has been seen in the number of stage one complaints received.

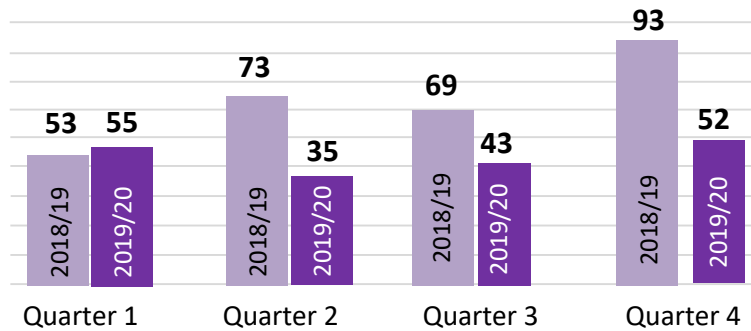
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Stage 1 Complaints Comparison

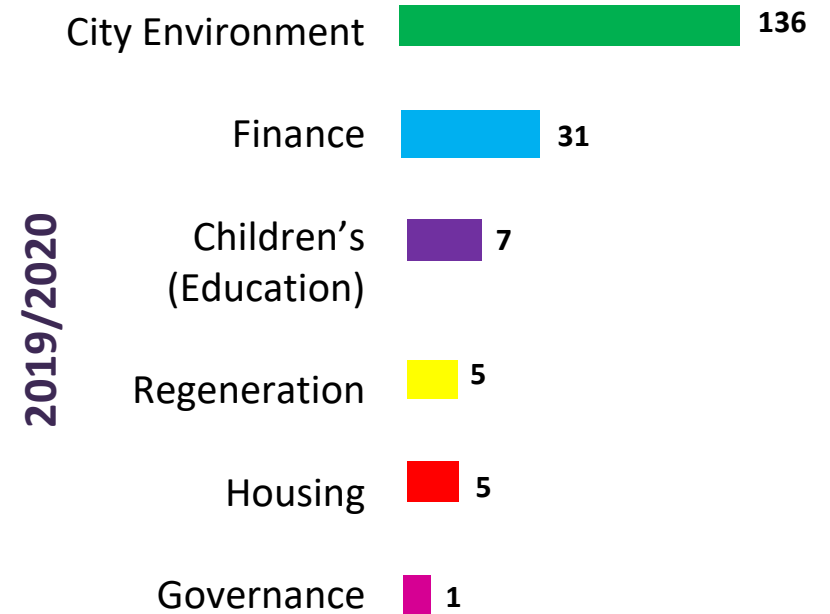
See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter



Stage 1 Complaints

Breakdown by Directorate - See Appendix 3 (4.2 and 4.3)



Annual Compliments Received

See Appendix 3 (4.6)

230

Annual Service Requests Appendix 4.1

1,021

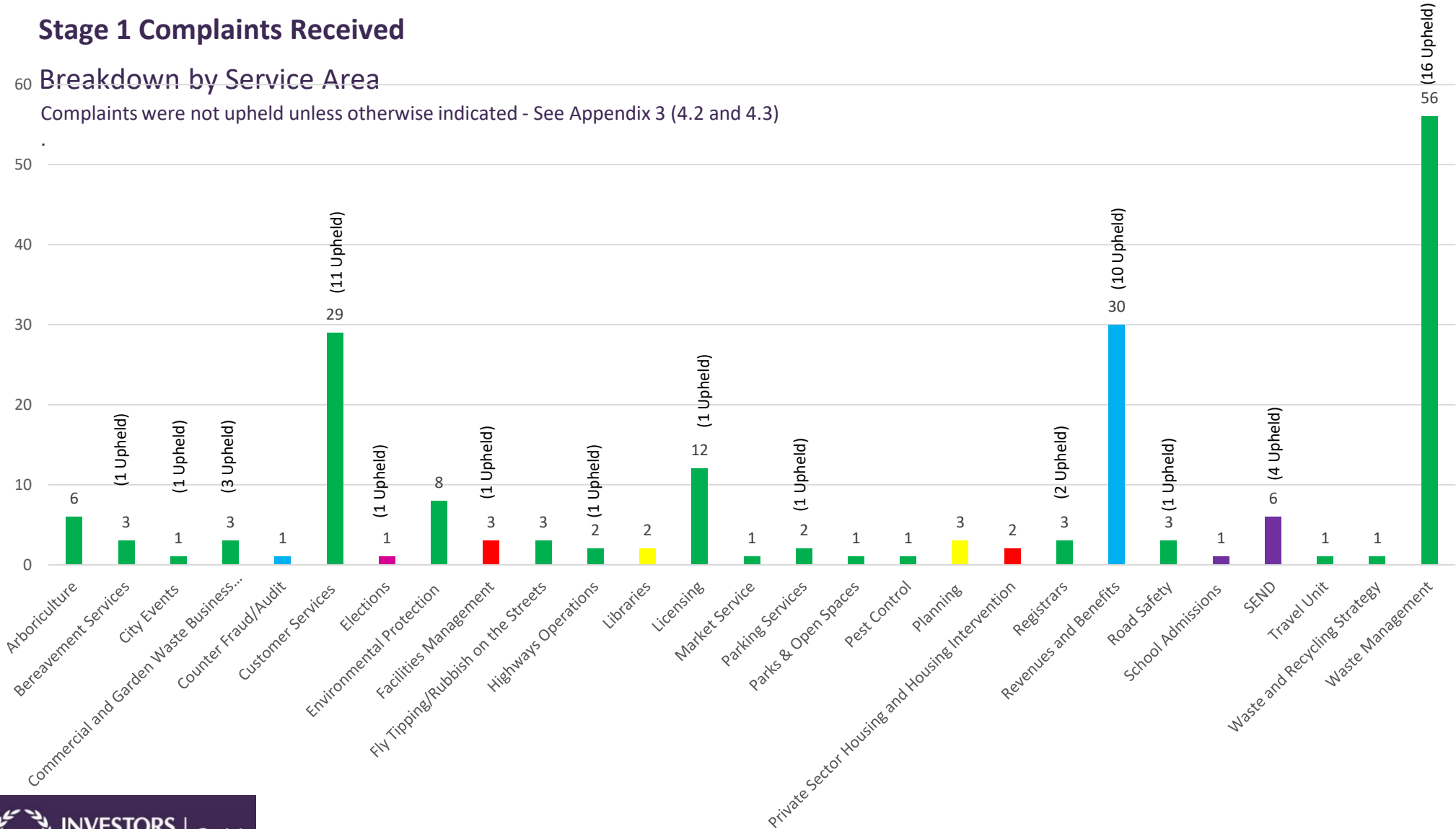
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Stage 1 Complaints Received

60 Breakdown by Service Area

Complaints were not upheld unless otherwise indicated - See Appendix 3 (4.2 and 4.3)



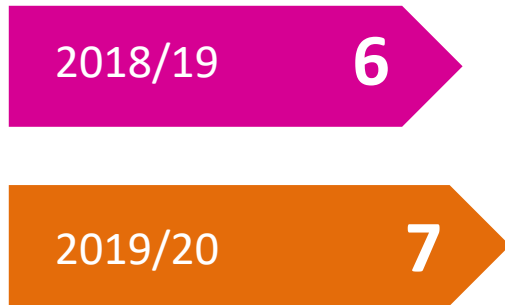
Appendix 2

Customer Feedback Annual - Stage 2 Corporate Complaints, Local Government and Social Care (LGSCO) and Housing Ombudsman (HO) Enquiries

Annual Report (1 April 2019 to 31 March 2020)

HO enquiries

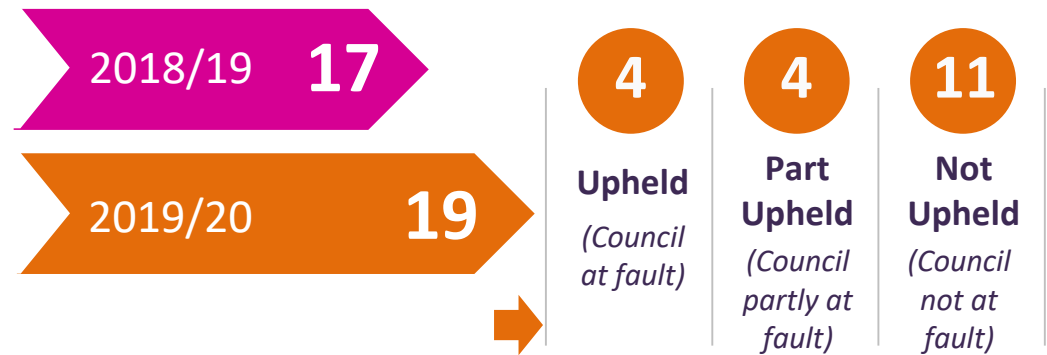
See Appendix 3 (5.2 and 5.4)



Figures increased by one case for 2019/20 compared to 2018/19. Customer Feedback team has also received 12 initial HO assessment enquiries for 2019/20.

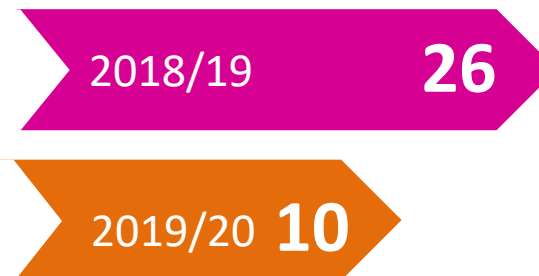
Stage 2 Corporate Complaints

See Appendix 3 (4.5)



LGSCO enquiries

See Appendix 3 (5.1 and 5.3)



Figures decreased for 2019/20 compared to 2018/19. Customer Feedback team has also received 39 initial LGSCO assessment enquiries 2019/20.