

Appendix 2

Customer Feedback Corporate Complaints

Quarter 3 (1 October to 31 December 2020)

Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)



Stage 1 Complaints where the Council is at fault

(upheld) 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.

Stage 1 Complaints where the Council is not at fault



Stage 1 Response Timescales

See Appendix 3 (4.4)



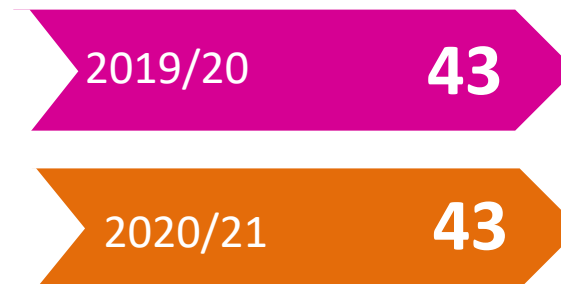
Stage 1 Average Complaint Response Time

See Appendix 3 (4.4)



Stage 1 Complaints Comparison for Q3

See Appendix 3 (4.2)



Stage 1 Complaints decreased by



Figures remain
consistent compared to
Q3 2019/20

Appendix 2

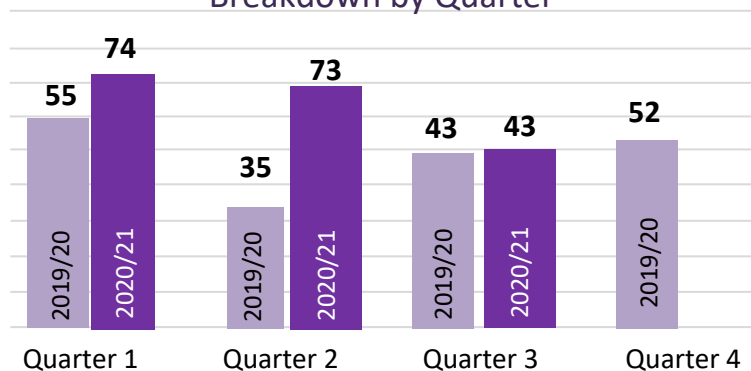
Customer Feedback Corporate Complaints

Quarter 3 (1 October to 31 December 2020)

Stage 1 Complaints Comparison

See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter



Stage 1 Complaints – Breakdown by Service

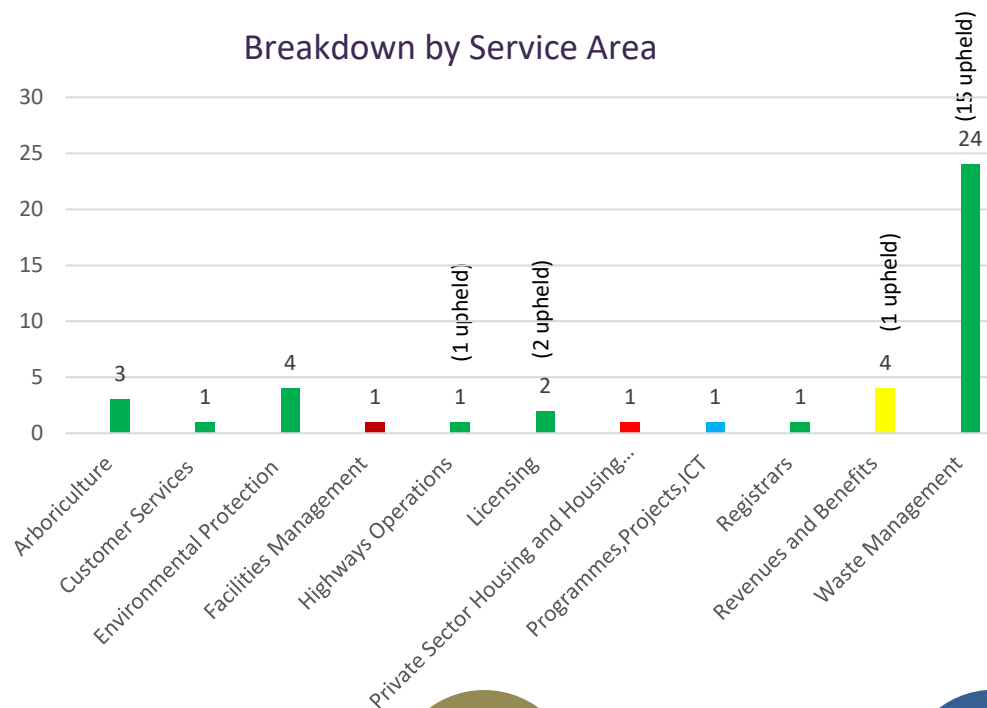


Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)

(Complaints were not upheld unless otherwise indicated)

Breakdown by Service Area



Compliments Received

See Appendix 3 (4.6)

71

Service Requests

Quarter 3
See Appendix 3 (4.1)

214

Appendix 2

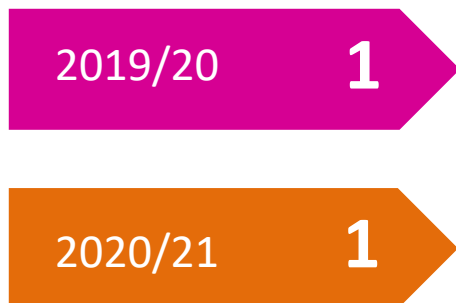
Customer Feedback Stage 2 Corporate Complaints, Local Government and Social Care (LGSCO) and Housing Ombudsman (HO) Enquiries

CITY OF
WOLVERHAMPTON
COUNCIL

Quarter 3 (1 October to 31 December 2020)

HO enquiries for Quarter 3

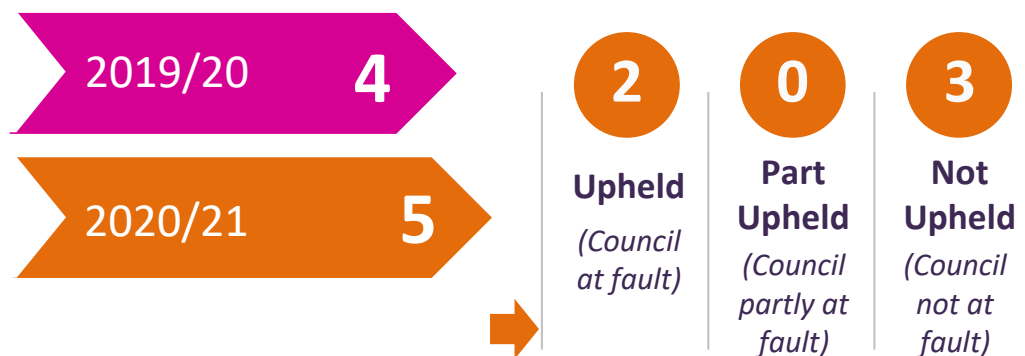
See Appendix 3 (5.2 and 5.4)



Figures remain consistent for 2020/21 Q3 compared to 2019/20 Q3. Customer Feedback team has also received 2 initial HO assessment enquiries for Q3 2020/21.

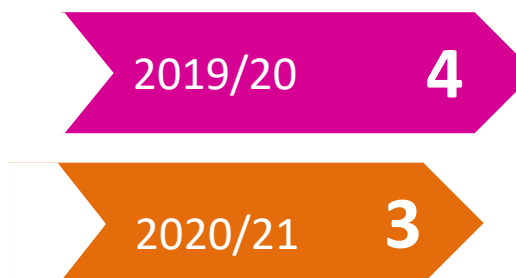
Stage 2 Corporate Complaints Comparison for Quarter 3

See Appendix 3 (4.5)



LGSCO enquiries for Quarter 3

See Appendix 3 (5.1 and 5.3)



Figures decreased for 2020/21 Q3 compared to 2019/20 Q3. Customer Feedback team has also received 14 initial LGSCO assessment enquiries for Q3 2020/21.