

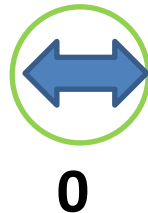
Appendix 1 Statutory Customer Feedback Children's Services

Quarter 3 (1 October to 31 December 2020)

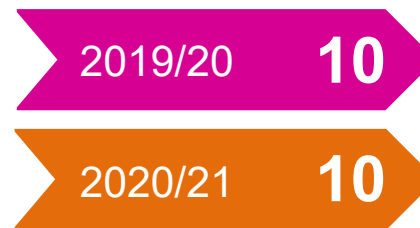
Stage 1 Complaints Received
See Appendix 3 (1.2)



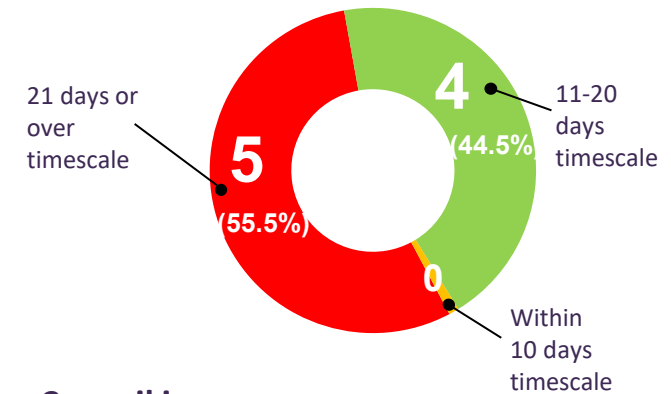
This represents no increase to Q3 (2019/20)



Stage 1 Complaints Comparison for Q3
See Appendix 3 (1.2)



Response Timescales (for complaints closed in Q3) See Appendix 3 (1.3 and 1.4)

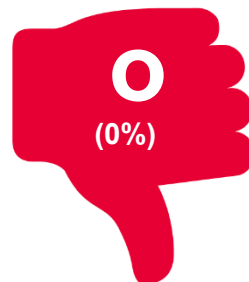


Average Complaint Response Time
See Appendix 3 (1.3 and 1.4)

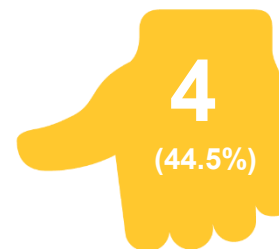


Corporate complaints

Complaints where the Council is at fault (Upheld)
Cases closed during Q3
See Learning Appendix 4



Complaints where the Council is partially at fault
Cases closed during Q3



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.

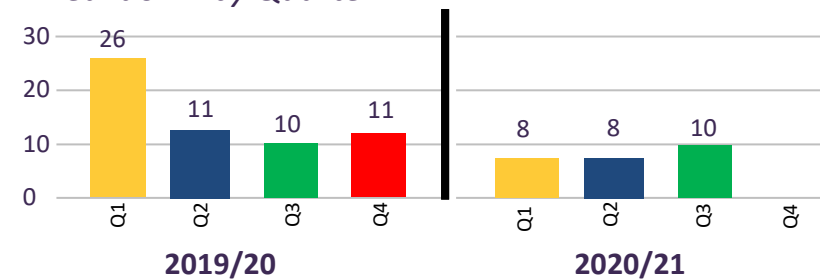
Complaints where the Council is not at fault
Cases closed during Q3



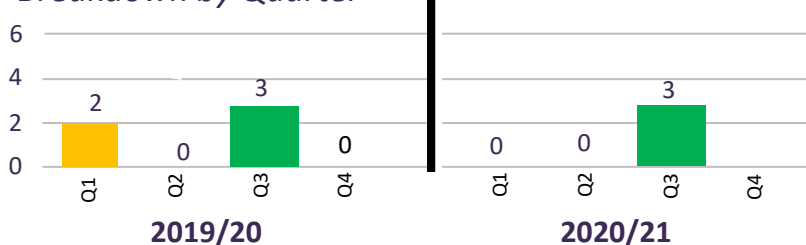
Appendix 1 Statutory Customer Feedback Children's Services

Quarter 3 (1 October to 31 December 2020)

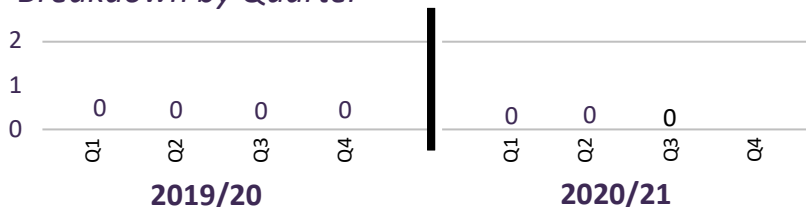
Stage 1 Complaints Comparison – Appendix 3 (1.2)
Breakdown by Quarter



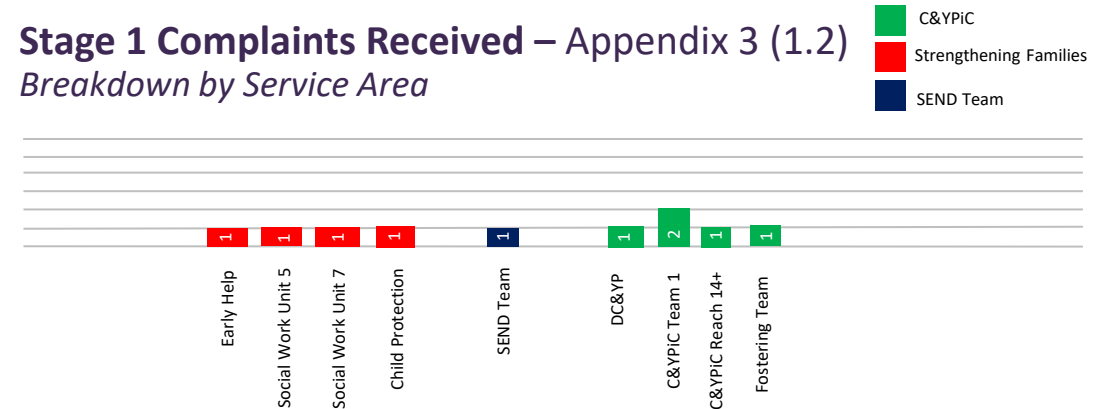
Stage 2 Complaints Comparison – Appendix 3 (1.5)
Breakdown by Quarter



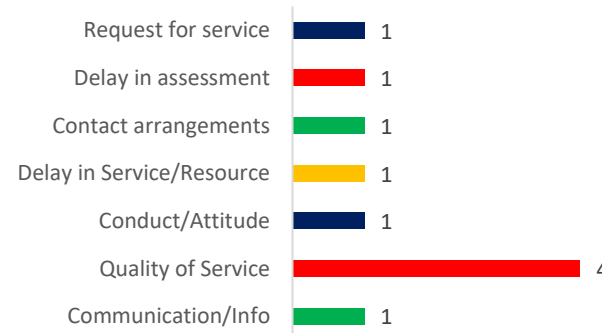
Stage 3 Complaints Comparison – Appendix 3 (1.6)
Breakdown by Quarter



Stage 1 Complaints Received – Appendix 3 (1.2)
Breakdown by Service Area



Stage 1 Complaints Received
Breakdown by Category



4
Compliments
Appendix 3 (1.8)

11
Informal
Complaints
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Quarter 3 (1 October to 31 December 2020)

Stage 1 Complaints (Formal) Received

See Appendix 3
(2.1 and 3.2)



*This represents a
decrease compared
to from Q3 2019/20*



10

Average Complaint Response Time

See Appendix 3 (3.4)



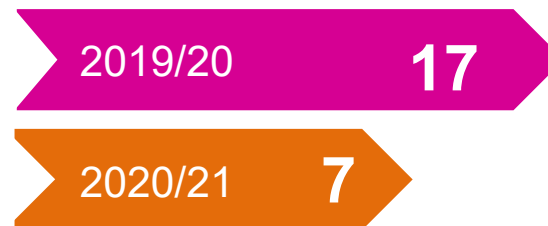
Complaints where the Council is at fault (Upheld)

Cases closed during Q3
See Learning Appendix 4

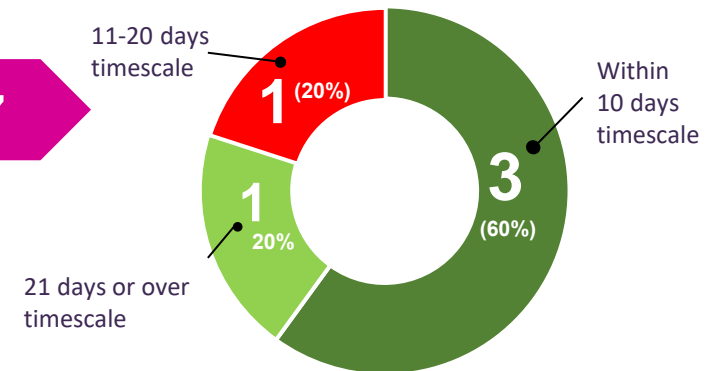


Stage 1 Complaints Comparison for Q3

See Appendix 3 (2.1 and 3.2)



Response Timescales (complaints closed during Q3) – See Appendix 3 (3.4)



Complaints Where The Council Is Partially At Fault

Cases closed during Q3



Issues have been identified from these partially 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

Cases closed during Q3

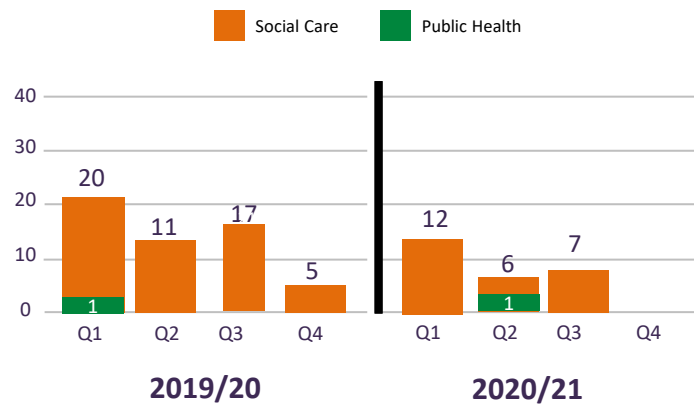


Appendix 1 Statutory Customer Feedback Adult Services and Public Health

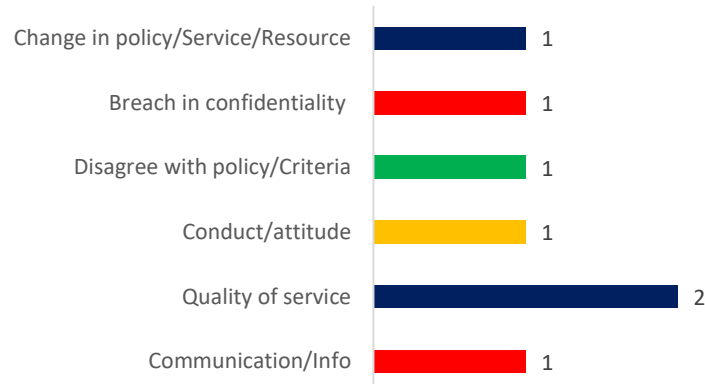
Quarter 3 (1 October to 31 December 2020)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Stage 1 Complaints Received - Breakdown by Category



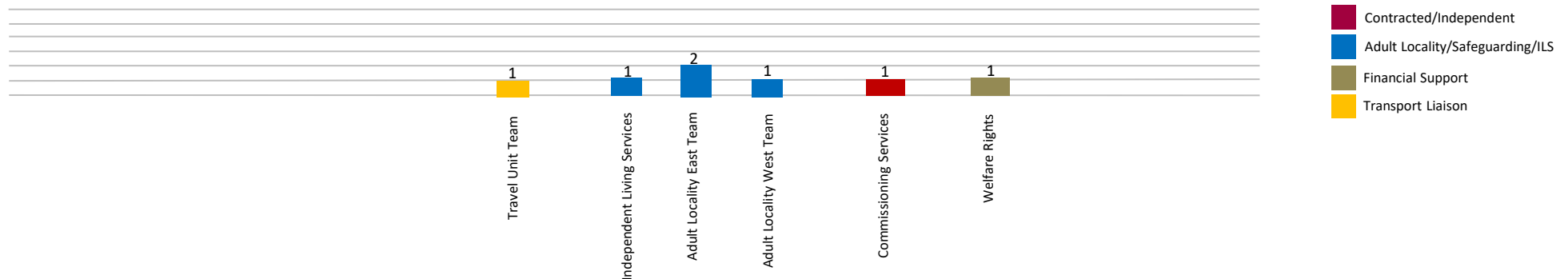
19

Compliments -
Appendix 3 (3.5)

6

Informal Complaints
Appendix 3 (3.1)

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



- Contracted/Independent
- Adult Locality/Safeguarding/ILS
- Financial Support
- Transport Liaison