

Appendix 1 Statutory Customer Feedback Children's and Education Services

Quarter 2 (1 July 2021 - 30 September 2021)

Stage 1 Complaints Received

See Appendix 3 (1.2)



This represents an increase



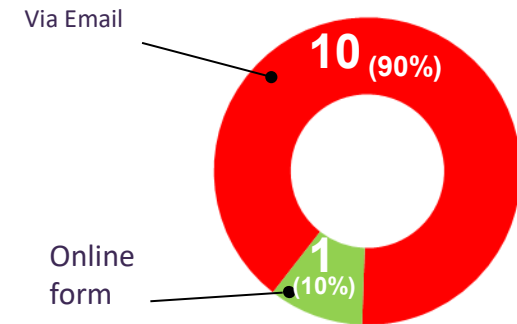
Stage 1 Complaints Comparison for Q2

See Appendix 3 (1.2)



How complaints are received

See Appendix 3 (1.2)



Average Complaint Response Time

See Appendix 3 (1.3)



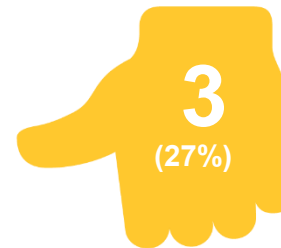
Corporate complaints

Complaints where the Council is at fault (Upheld)

See Learning Appendix 4



Complaints where the Council is partially at fault (Partially Upheld)



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.

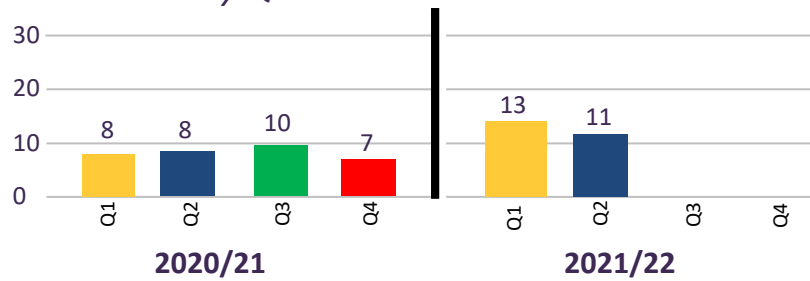
Complaints where the Council is not at fault (Not Upheld)



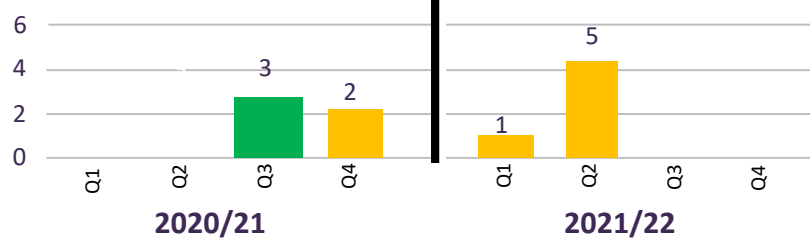
Appendix 1 Statutory Customer Feedback Children's and Education Services

Quarter 2 (1 July 2021 - 30 September 2021)

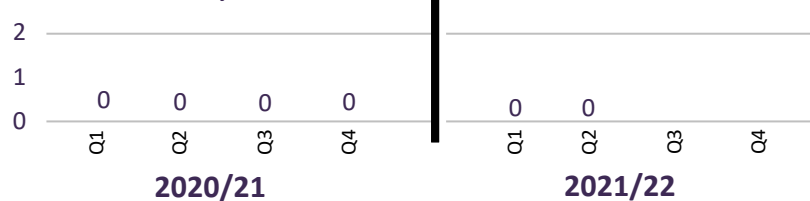
Stage 1 Complaints Comparison – Appendix 3 (1.2)
Breakdown by Quarter



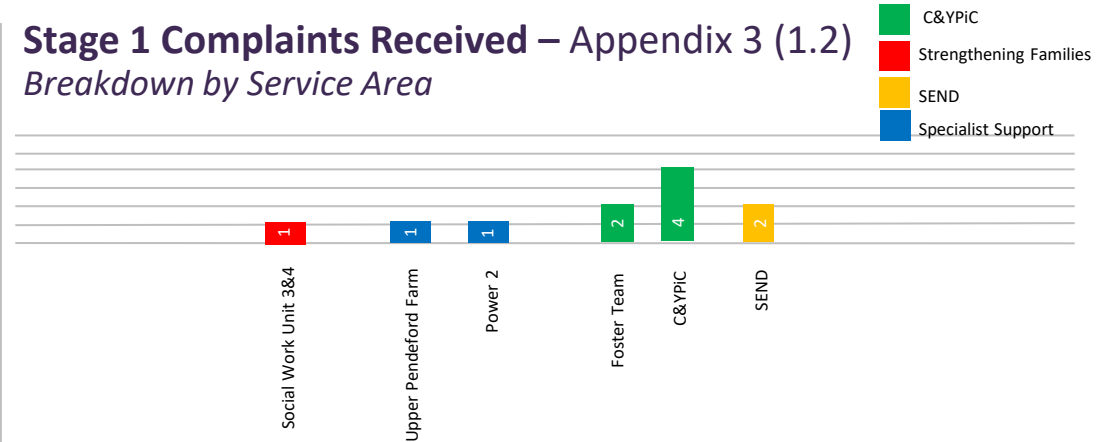
Stage 2 Complaints Comparison – Appendix 3 (1.5)
Breakdown by Quarter



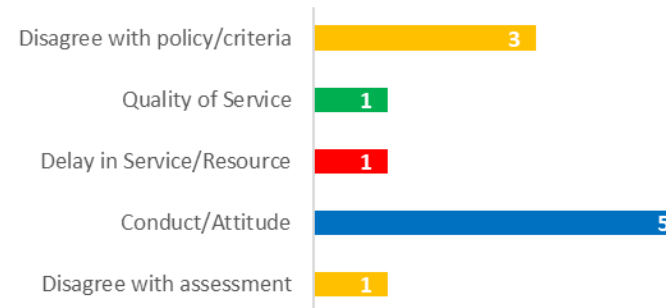
Stage 3 Complaints Comparison – Appendix 3 (1.6)
Breakdown by Quarter



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



Stage 1 Complaints Received
Breakdown by Category



48
Compliments
Appendix 3 (1.8)

25
Informal
Complaints
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Quarter 2 (1 July 2021 - 30 September 2021)

Stage 1 Complaints (Formal) Received

See Appendix 3 (2.1 and 3.2)



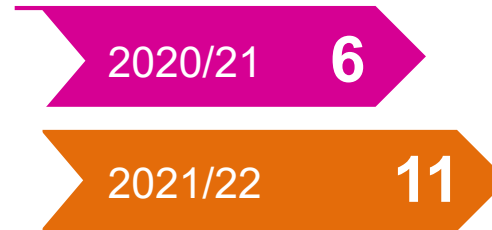
This represents an increase



5

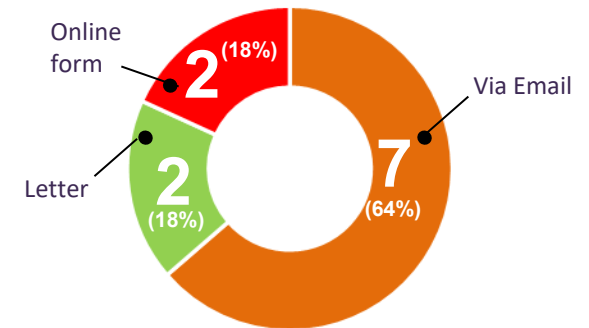
Stage 1 Complaints Comparison for Q2

See Appendix 3 (2.1 and 3.2)



How complaints are received

See Appendix 3 (3.2)



Average Complaint Response Time

See Appendix 3 (3.4)

16
DAYS

Statutory complaints

18
DAYS

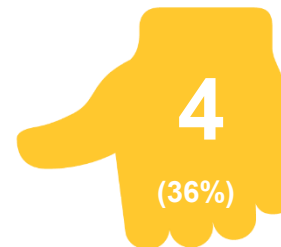
Corporate complaints

Complaints where the Council is at fault (Upheld)

See Learning Appendix 4



Complaints Where The Council Is Partially At Fault (Partially Upheld)



Issues have been identified from these 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 (Not Upheld)

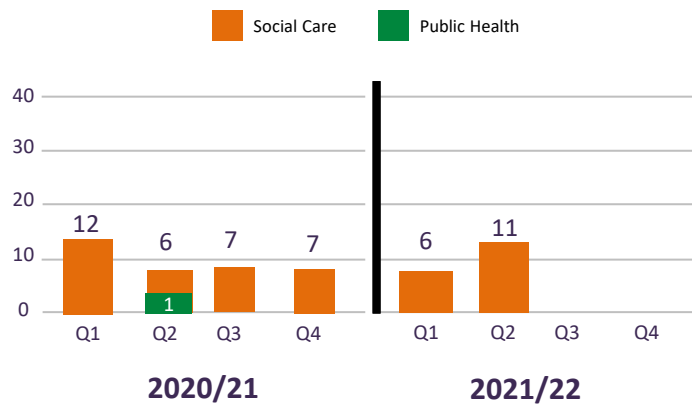


Appendix 1 Statutory Customer Feedback Adult Services and Public Health

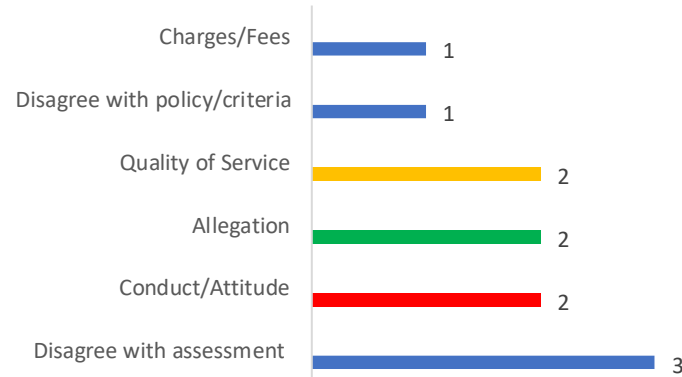
Quarter 2 (1 July 2021 - 30 September 2021)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Stage 1 Complaints Received - Breakdown by Category



105

Compliments - Appendix 3 (3.5)

17

Informal Complaints Appendix 3 (3.1)

Stage 1 Complaints Received

Appendix 3 (3.2) - Breakdown by Service Area

