

Appendix 2 Customer Feedback Corporate Complaints

Quarter 2 (1 July 2021 – 30 September 2021)

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



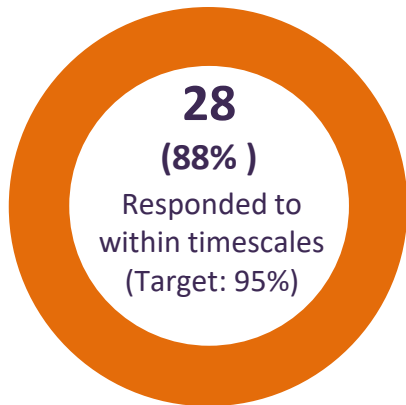
Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Stage 1 Complaints where the Council is not at fault



Stage 1 Response Timescales

See Appendix 3 (4.4)



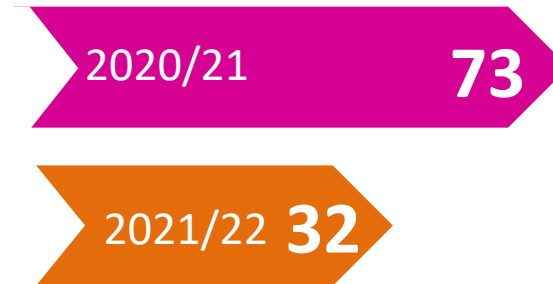
Stage 1 Average Complaint Response Time

See Appendix 3 (4.4)



Stage 1 Complaints Comparison for Q2

See Appendix 3 (4.2)



Stage 1 Complaints decreased by



Decrease of 41 complaints compared to Q2 2020/21

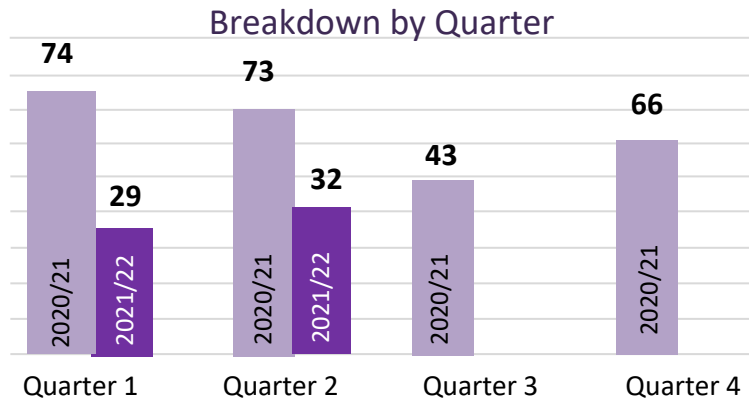
Appendix 2

Customer Feedback Corporate Complaints

Quarter 2 (1 July 2021 – 30 September 2021)

Stage 1 Complaints Comparison

See Appendix 3 (4.2 and 4.3)

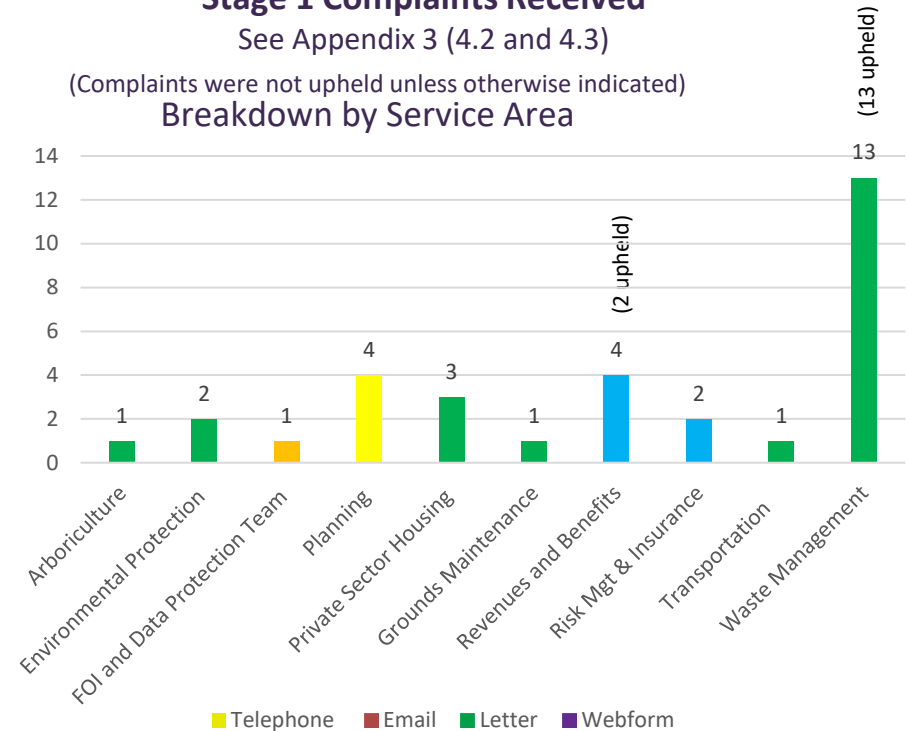


Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)

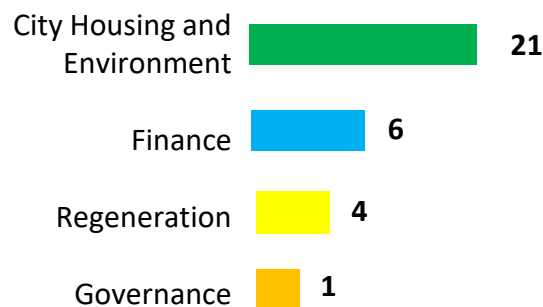
(Complaints were not upheld unless otherwise indicated)

Breakdown by Service Area



Stage 1 Complaints Breakdown by Service

2021/22



Service Requests

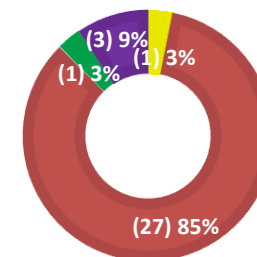
See Appendix 3 (4.1)

262

Compliments Received

See Appendix 3 (4.6)

57



How complaints are received

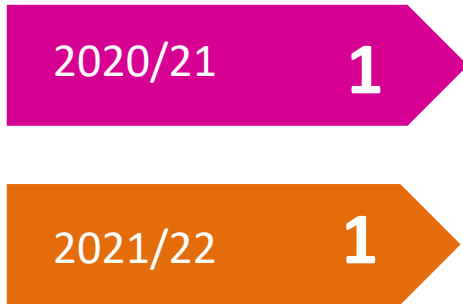
See Appendix 3 (4.2)

Appendix 2

Quarter 2 (1 July 2021 to 30 September 2021)

HO enquiries for Quarter 2

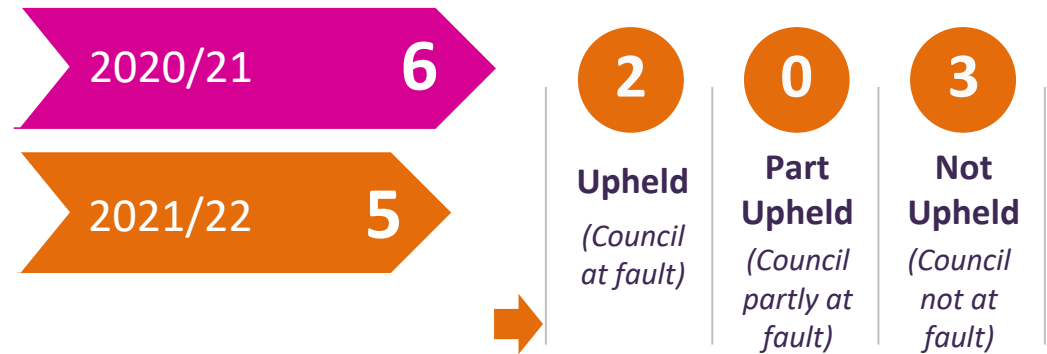
See Appendix 3 (5.2 and 5.4)



Figures consistent for 2021/22 Q2 compared to 2020/21 Q2. Customer Feedback team has also received 5 initial HO assessment enquiry for Q2 2021/22.

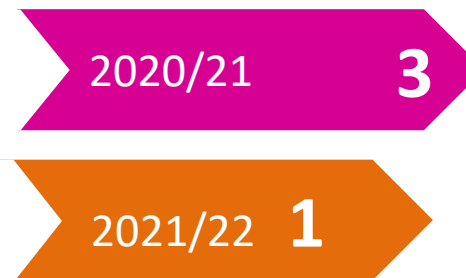
Stage 2 Corporate Complaints Comparison for Quarter 2

See Appendix 3 (4.5)



LGSCO enquiries for Quarter 2

See Appendix 3 (5.1 and 5.3)



Figures have decreased for 2021/22 Q2 compared to 2020/21 Q2. Customer Feedback team has also received 8 initial LGSCO assessment enquiry for Q2 2021/22.