

Appendix 2 Stage 1 Annual Corporate Complaints

Annual Report (1 April 2021 to 31 March 2022)

Complaints Received

See Appendix 3 (4.2 and 4.3)



Complaints where the Council is at fault

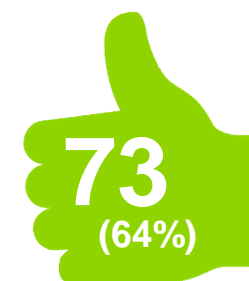
(upheld) See Learning Appendix 4



Issues have been identified from 41 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)



11 cases
(10%)
Not responded to within timescales

Average Complaint Response Time

See Appendix 3 (4.4)



Stage 1 Complaints Comparison

See Appendix 3 (4.2)



Complaints received increased by



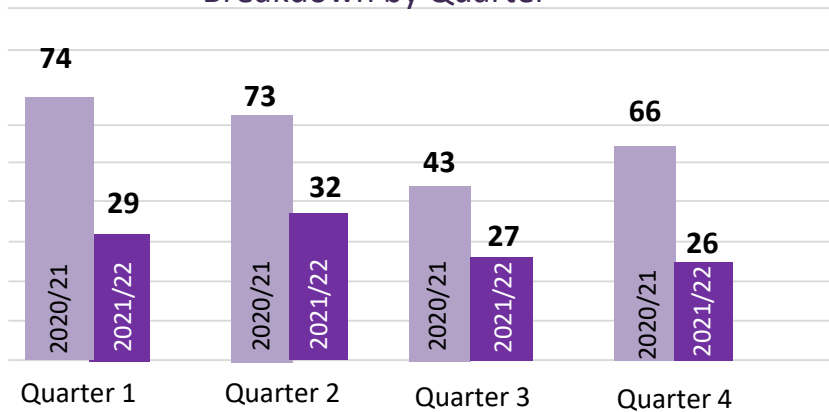
In comparison to 2020/21 a decrease has been seen in the number of stage one complaints received.

Appendix 2 Stage 1 Annual Corporate Complaints

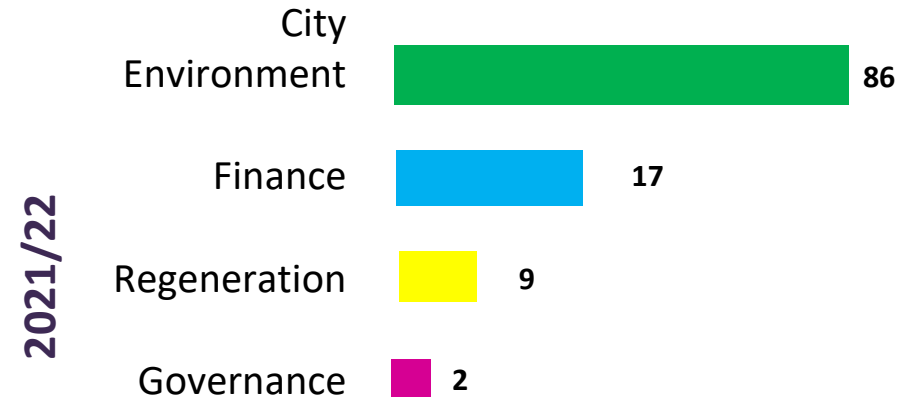
Annual Report (1 April 2021 to 31 March 2022)

Stage 1 Complaints Comparison

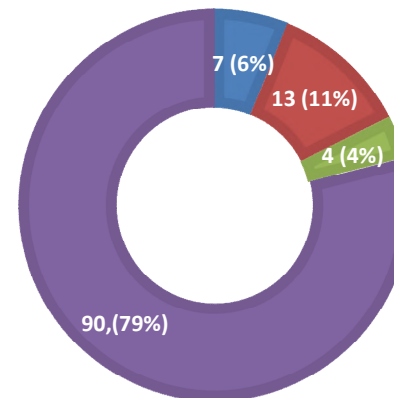
See Appendix 3 (4.2 and 4.3)
Breakdown by Quarter



Stage 1 Complaints Breakdown by Directorate - See Appendix 3 (4.2 and 4.3)



■ Telephone ■ Webform ■ letter ■ Email



How complaints are received

See Appendix 3 (4.2)

Annual Compliments Received
See Appendix 3 (4.6)



Annual Service Requests
Appendix 4.1



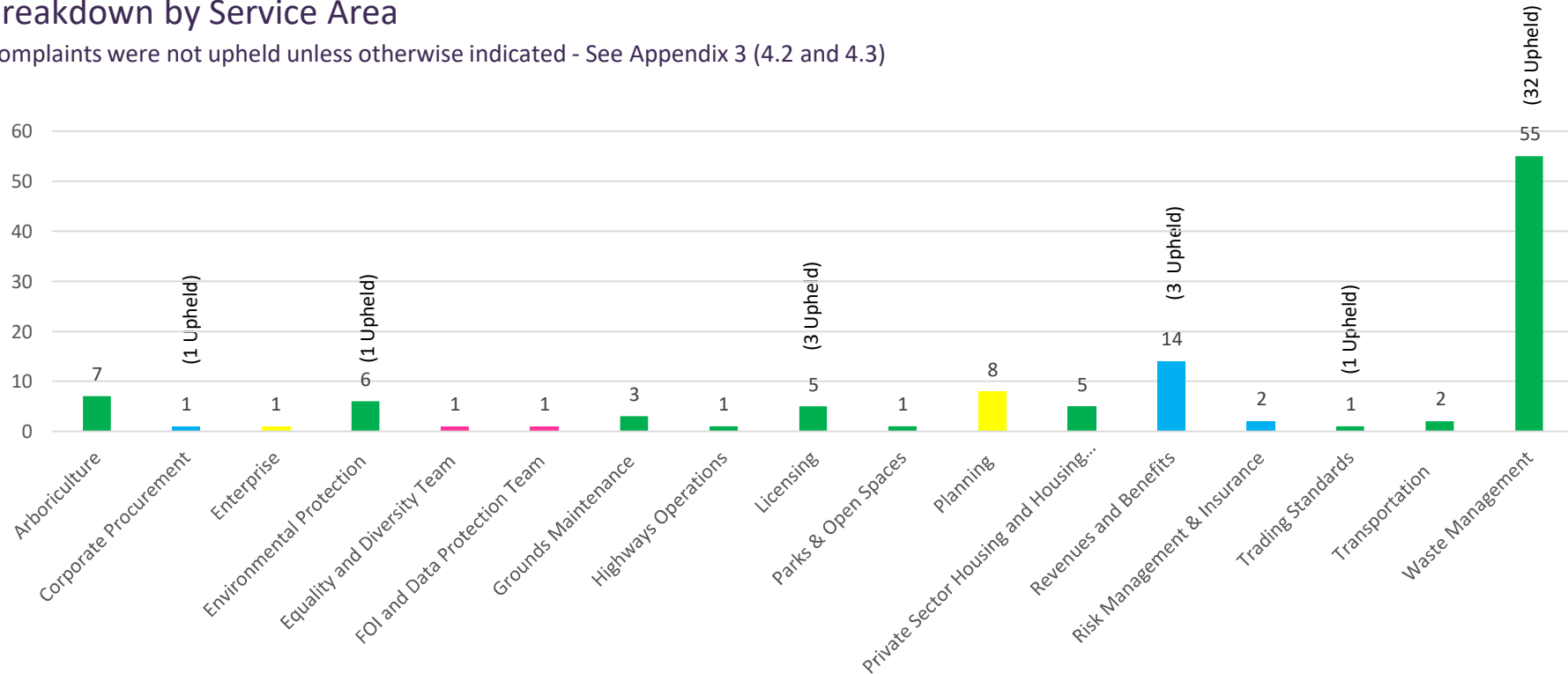
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Stage 1 Complaints Received

Breakdown by Service Area

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



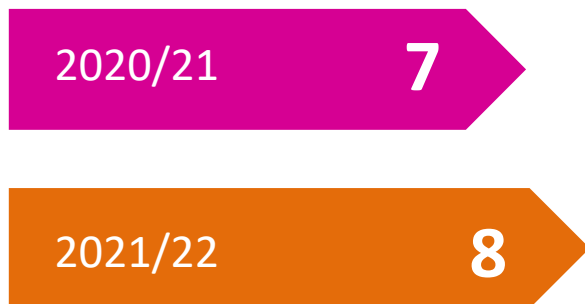
Appendix 2

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

Annual Report (1 April 2021 to 31 March 2022)

HO enquiries

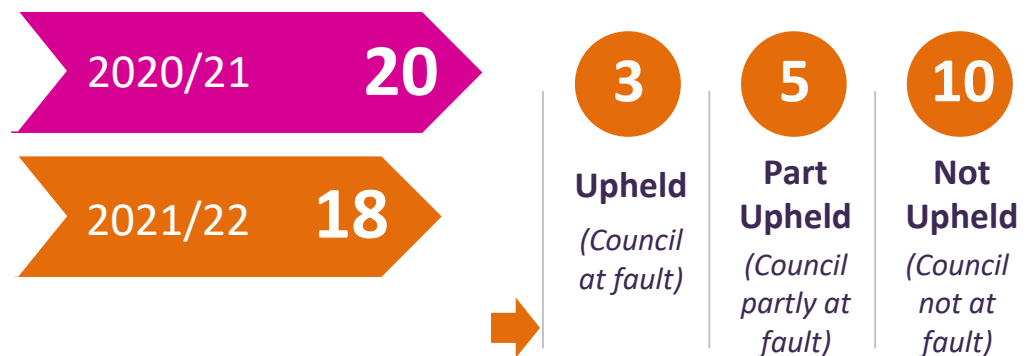
See Appendix 3 (5.2 and 5.4)



Figures increased by one case for 2021/21 compared to 2020/21. Customer Feedback team has also received 23 initial HO assessment enquiries for 2021/22.

Stage 2 Corporate Complaints

See Appendix 3 (4.5)



LGSCO enquiries

See Appendix 3 (5.1 and 5.3)



Figures decreased for 2021/22 compared to 2020/21. Customer Feedback team has also received 27 initial LGSCO assessment enquiries 2021/22.