

Appendix 1 Statutory Customer Feedback Children's and Education Services

Annual (1 April 2021 – 31 March 2022)

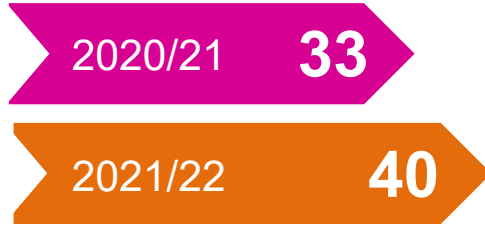
Formal Complaints Received
See Appendix 3 (1.2)



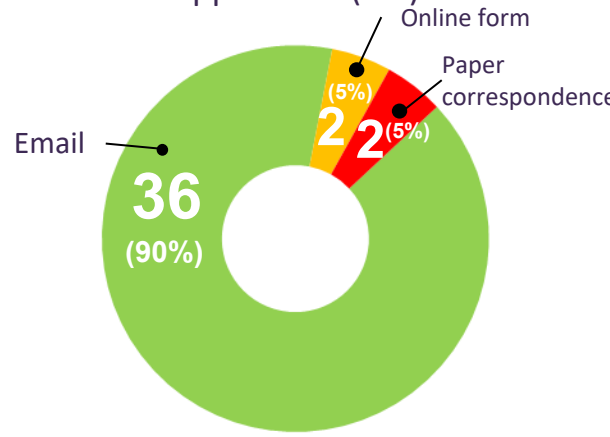
This represents a increase of



Stage 1 Complaints Comparison
See Appendix 3 (1.2)



How complaints are received
See Appendix 3 (1.2)



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



Statutory complaints



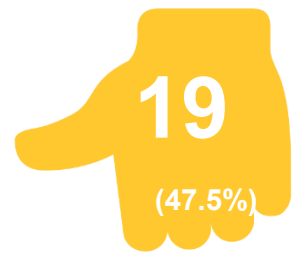
Corporate complaints

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

Complaints where the council is partially at fault



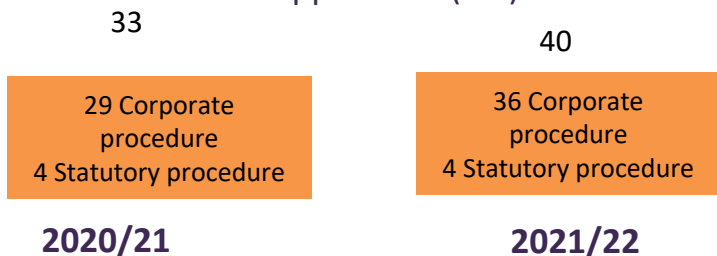
Complaints where the council is not at fault



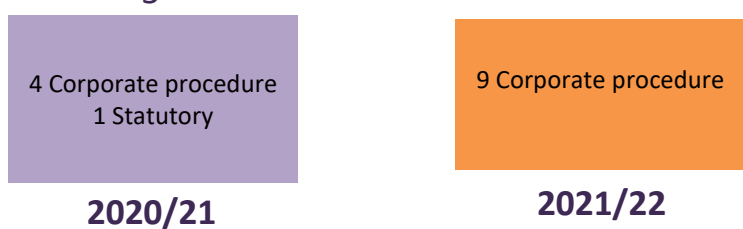
Appendix 1 Statutory Customer Feedback Children's and Education Services

Annual (1 April 2021 – 31 March 2022)

Stage 1 Complaints Comparison – Annual Breakdown Appendix 3 (1.2)



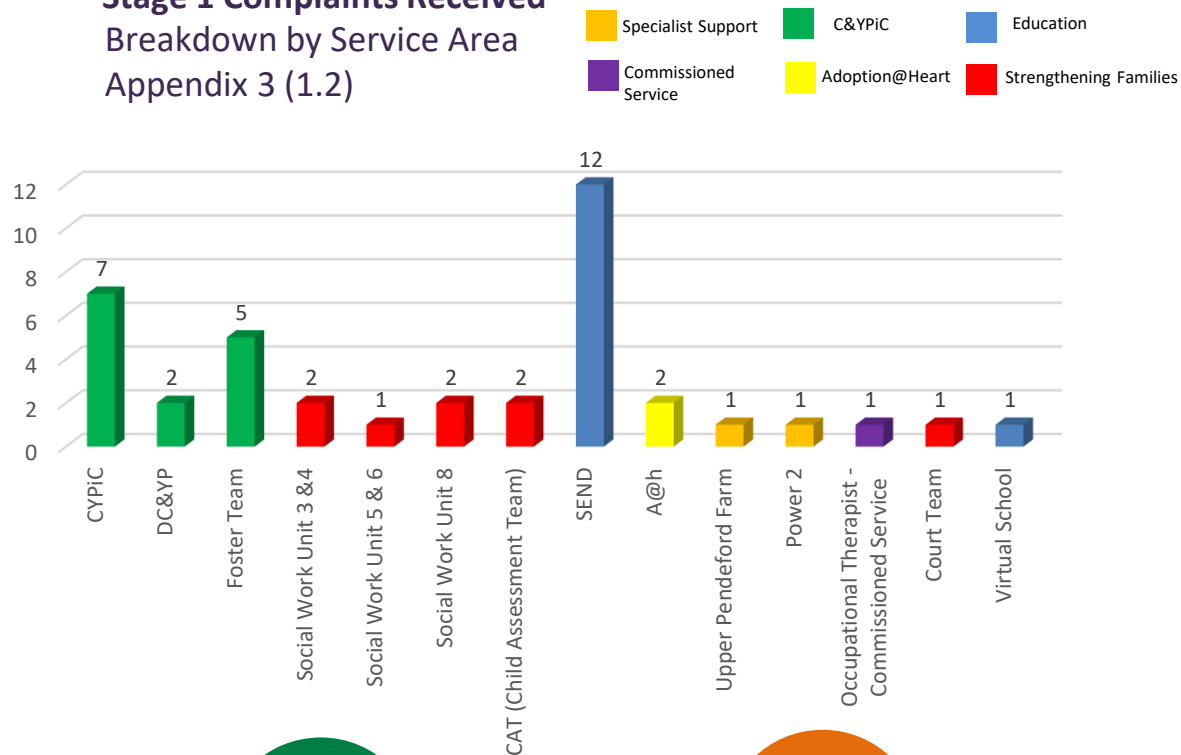
Stage 2 Complaints Comparison – Annual Breakdown



Stage 3 Complaints Comparison - Annual Breakdown



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



117
Compliments
Appendix 3 (1.7)



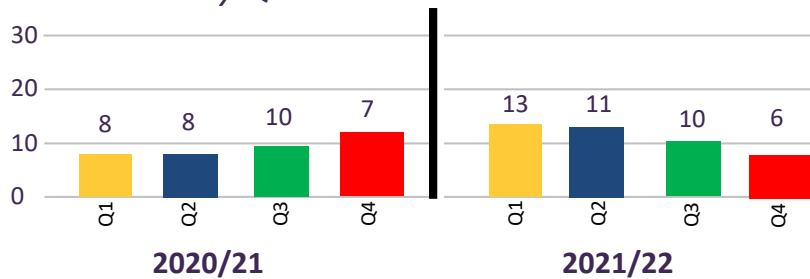
75
Informal Complaints
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Children's and Education Services

Annual (1 April 2021 – 31 March 2022)

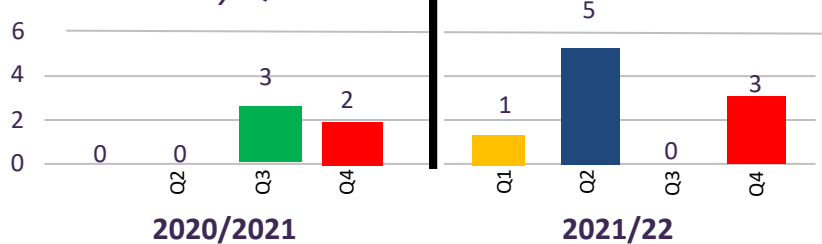
Stage 1 Complaints Comparison – Appendix 3 (1.2)

Breakdown by Quarter



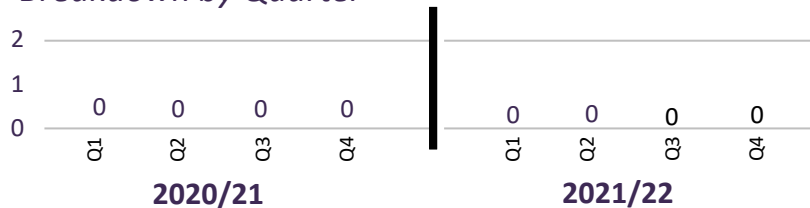
Stage 2 Complaints Comparison – Appendix 3 (1.4)

Breakdown by Quarter

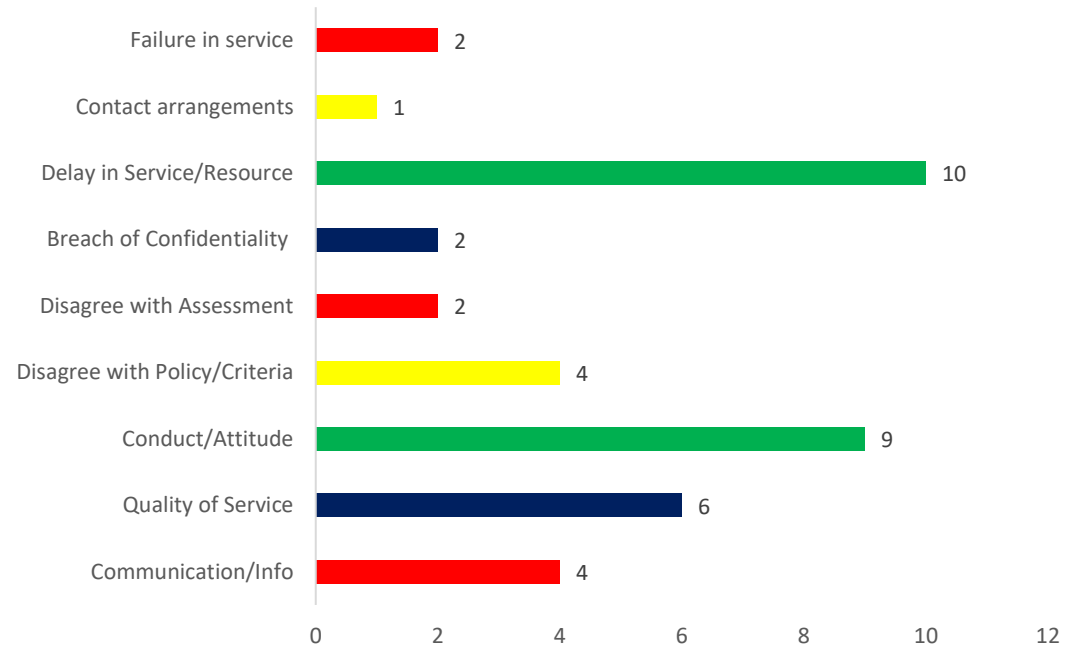


Stage 3 Complaints Comparison – Appendix 3 (1.5)

Breakdown by Quarter



Annual Stage 1 Complaints Received Breakdown by Category



Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2021 – 31 March 2022)

Formal Complaints Received See Appendix 3 (3.2)

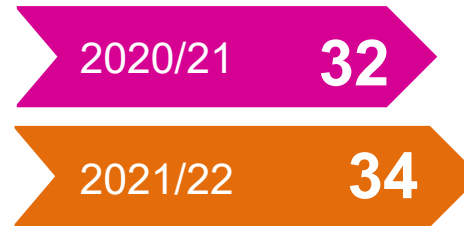


*This represents a
increase of*

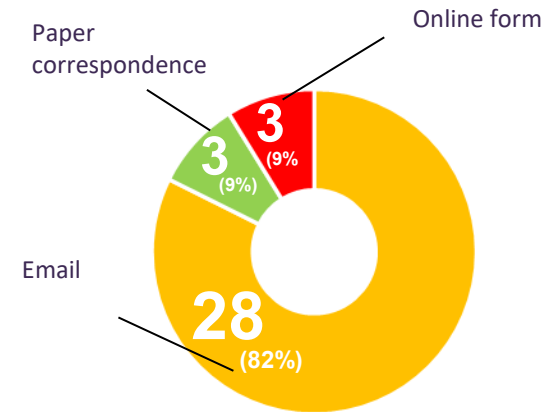


2

Stage 1 Complaints Comparison See Appendix 3 (3.2)



How complaints are received See Appendix 3 (3.2)



Average Complaint Response Time See Appendix 3 (3.4)

Statutory
complaints

29.5
DAYS

Corporate
complaints

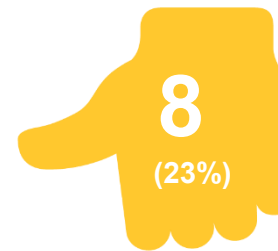
16
DAYS

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.

Complaints where the council is partially at fault



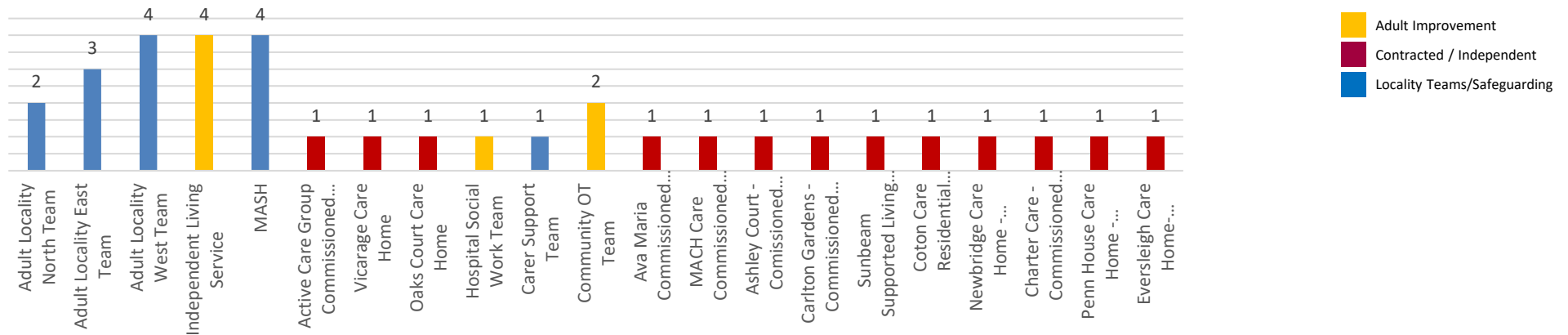
Complaints where the council is not at fault



Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2021 – 31 March 2022)

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



Stage 1 Complaints Comparison - Annual Breakdown

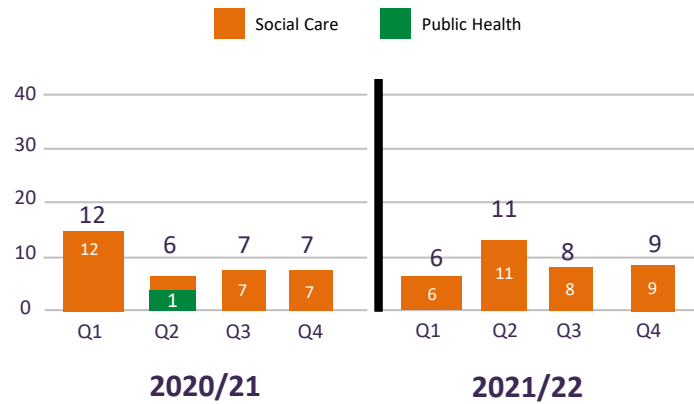


Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2021 – 31 March 2022)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Annual Stage 1 Complaints Received Breakdown by Category

