

**Select a service:**

Adults | Children's | Corporate | Public Health

**Select a year:**

2021/2022 | 2022/2023 | **2023/2024**

**Select a quarter:**

Q1 | Q2 | Q3 | Q4

**Stage 1 Complaints**

24 Stage 1 complaints received

10 Stage 1 complaints not upheld (council is not at fault)

8 Stage 1 complaints part upheld (council is partly at fault)

6 Stage 1 complaints upheld (council is at fault)

Corporate complaints procedure

6 Complaints received | 21 Average response days (calendar days)

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Statutory complaints procedure

18 Complaints received | 16 Average response days (working days)

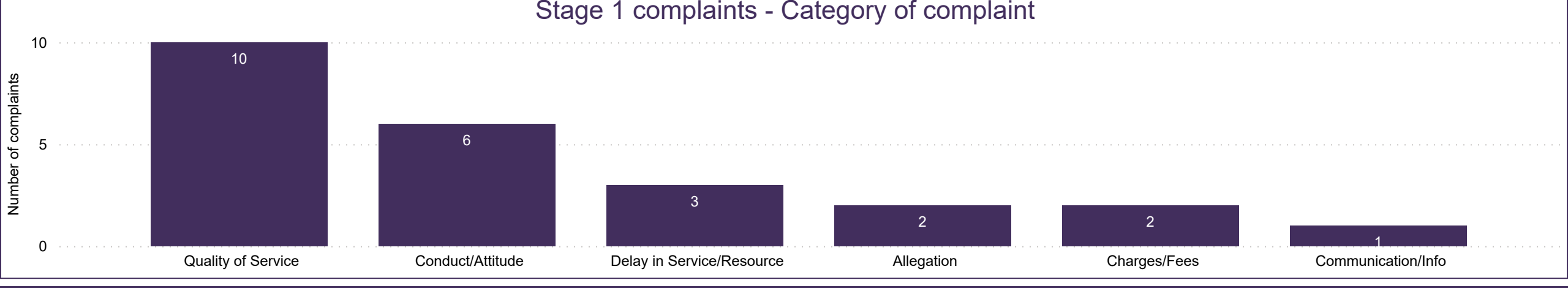
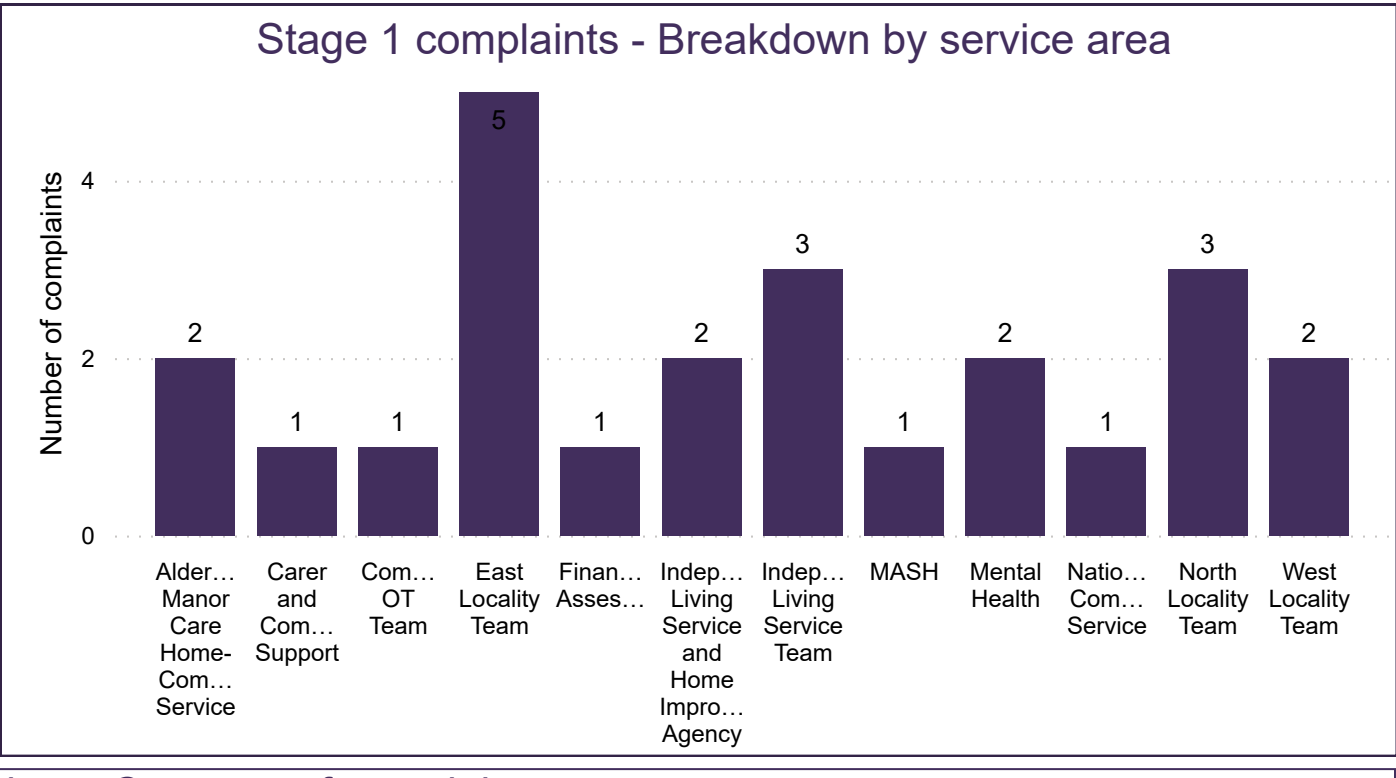
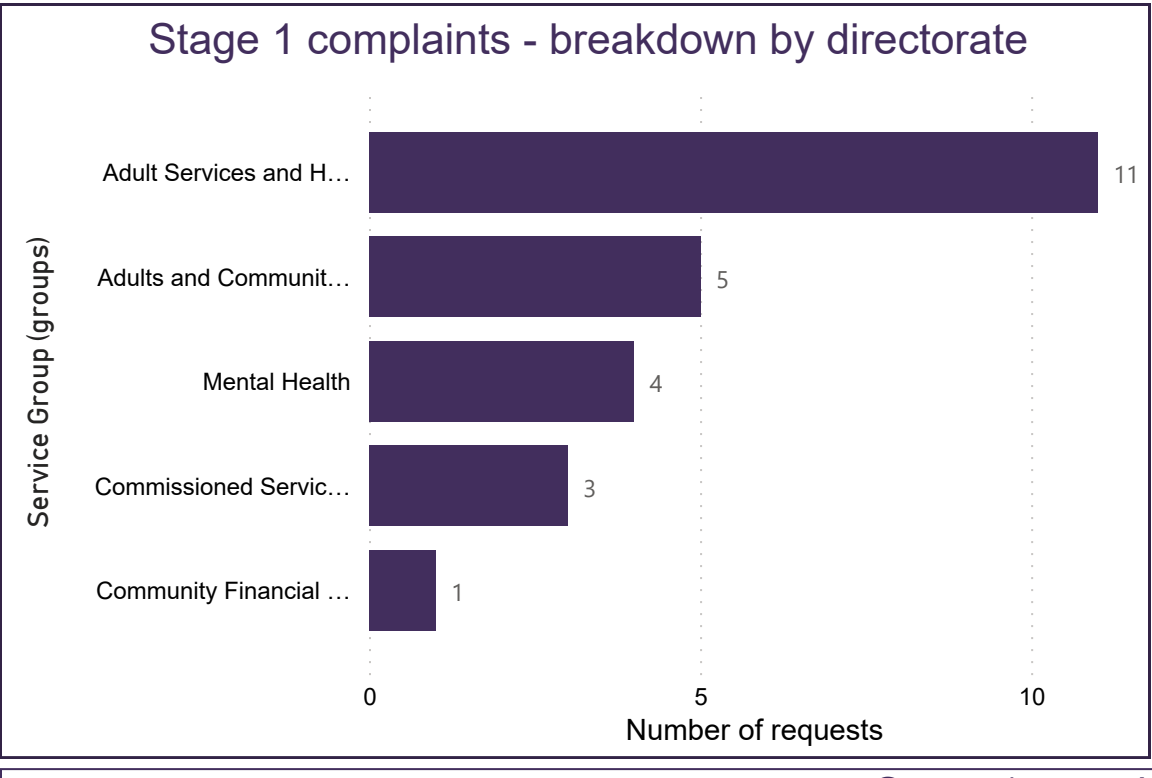
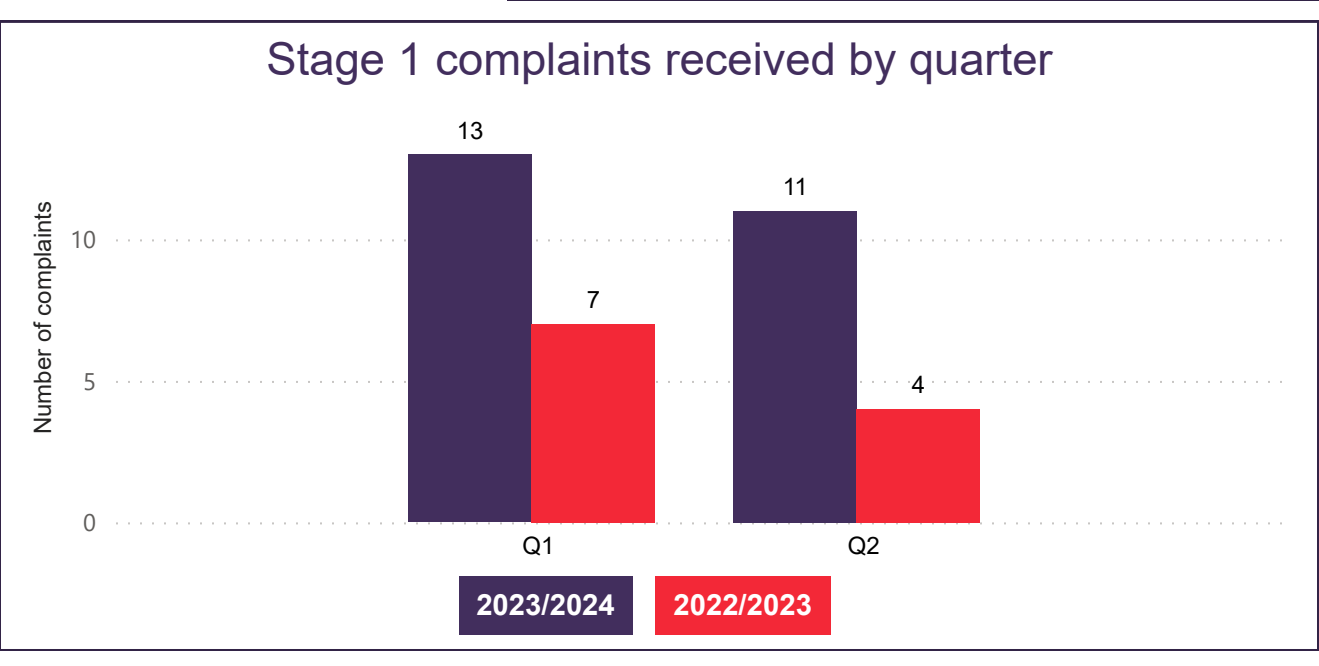
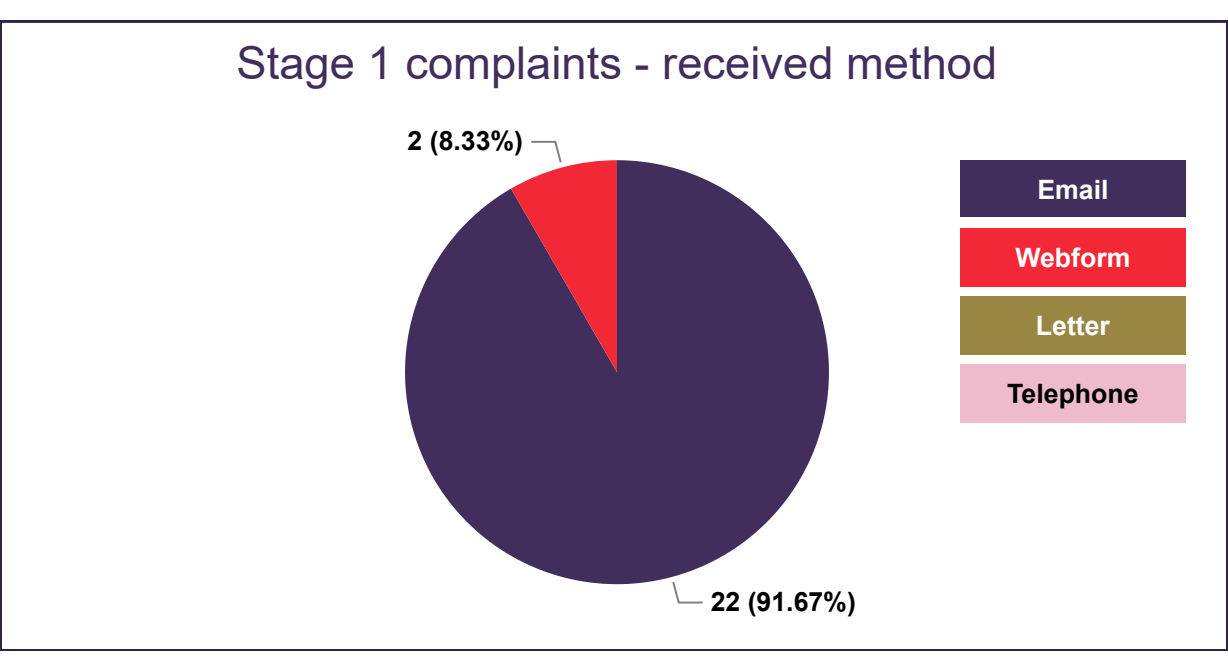
**Comparison to previous year**

2023/2024: 24

2022/2023: 11

Difference: 13

In comparison to 2022/2023 an increase has been seen in the number of stage 1 complaints received



**Stage 2 Complaints**

1 Stage 2 complaints received

0 Stage 2 complaints not upheld (council is not at fault)

1 Stage 2 complaints part upheld (council is partly at fault)

0 Stage 2 complaints upheld (council is at fault)

1 Corporate complaints procedure

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0 Statutory complaints procedure

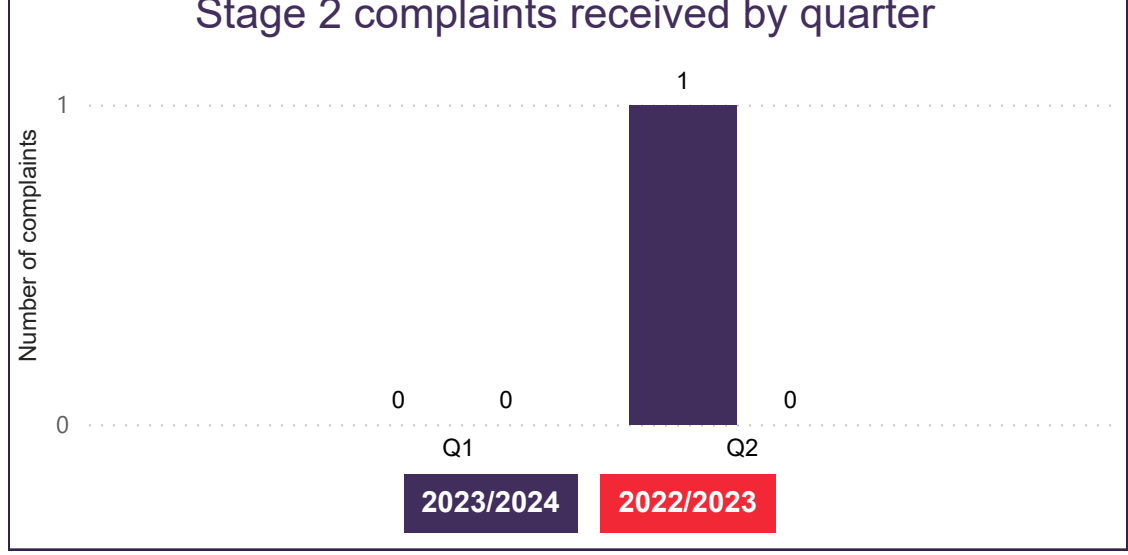
**Comparison to previous year**

2023/2024: 1

2022/2023: 0

Difference: 1

In comparison to 2022/2023 an increase has been seen in the number of stage 2 complaints received



**Compliments and Informal Complaints**

Informal complaints received

14

Compliments received

83

**Select a service:**

Adults
Children's
Corporate
Public Health

**Select a year:**

2021/2022
2022/2023
2023/2024

**Select a quarter:**

Q1
Q2
Q3
Q4

**Stage 1 Complaints**

27

Stage 1 complaints received

13

Stage 1 complaints not upheld (council is not at fault)

12

Stage 1 complaints part upheld (council is partly at fault)

2

Stage 1 complaints upheld (council is at fault)

Corporate complaints procedure

18

Complaints received

18

Average response days (calendar days)

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Statutory complaints procedure

9

Complaints received

8

Average response days (working days)

Comparison to previous year

2023/2024

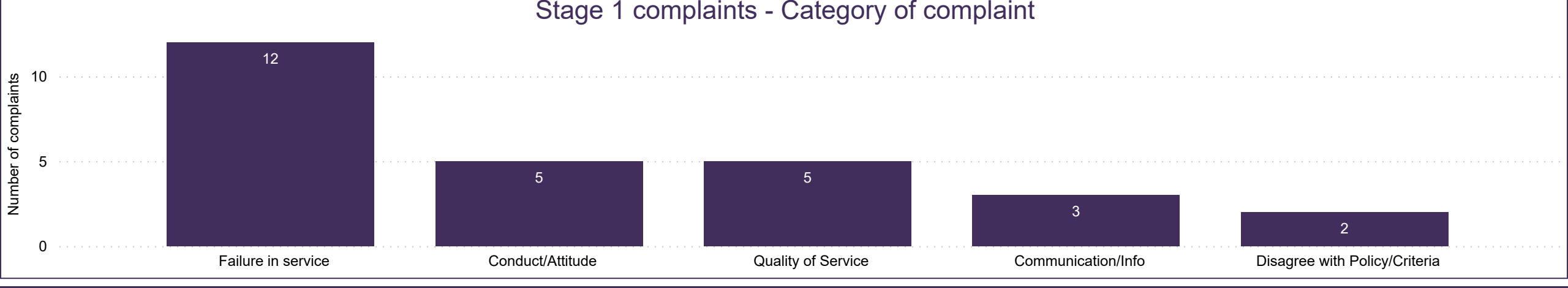
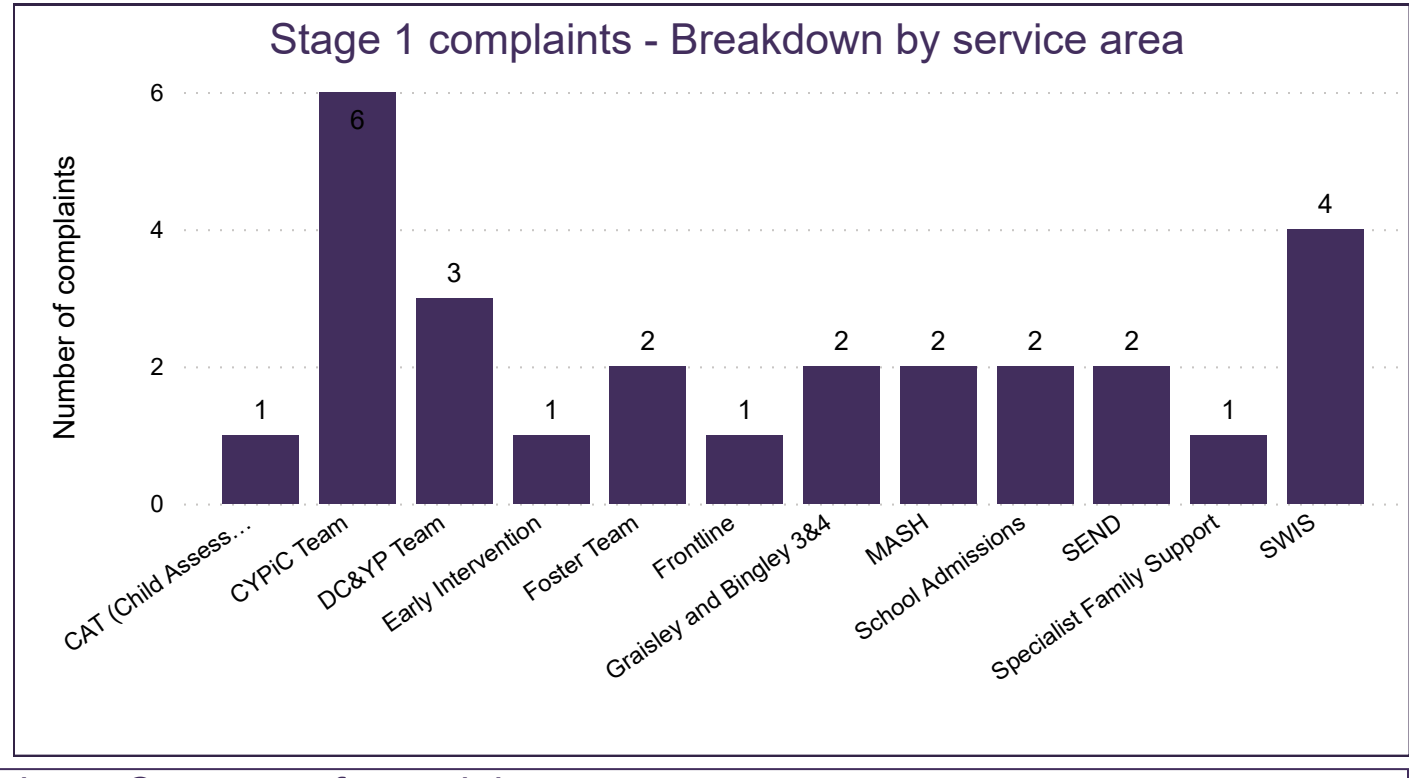
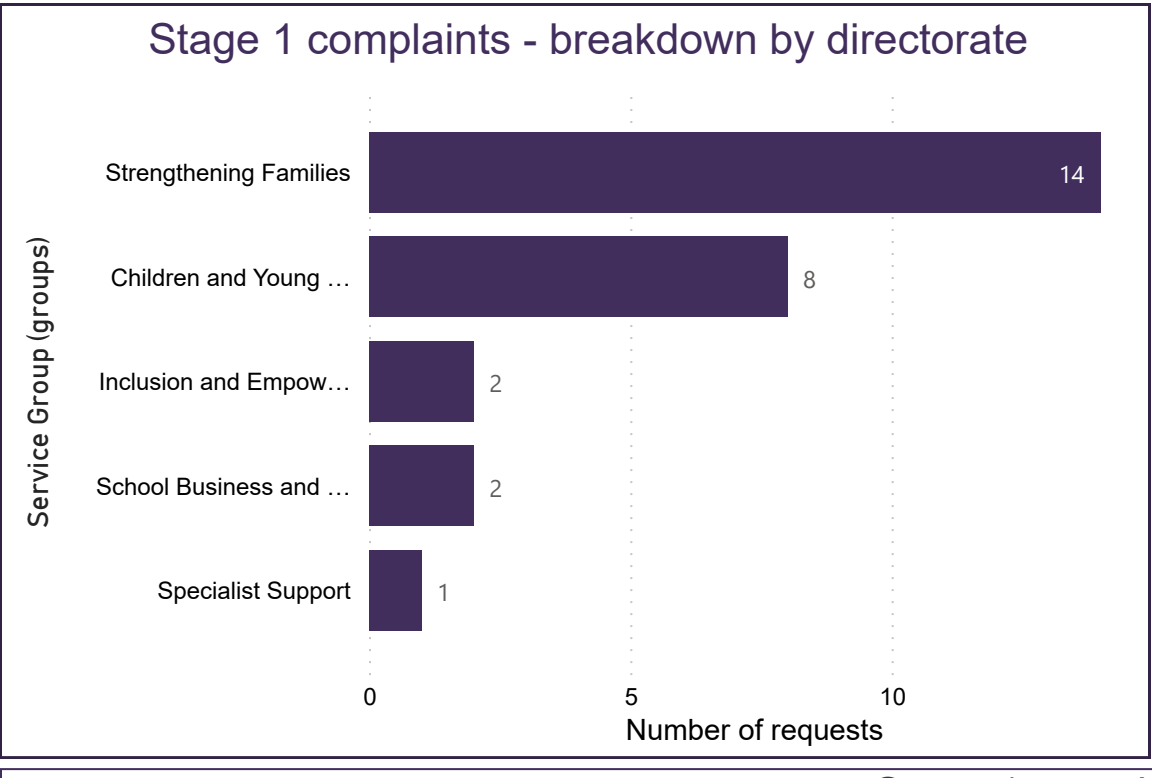
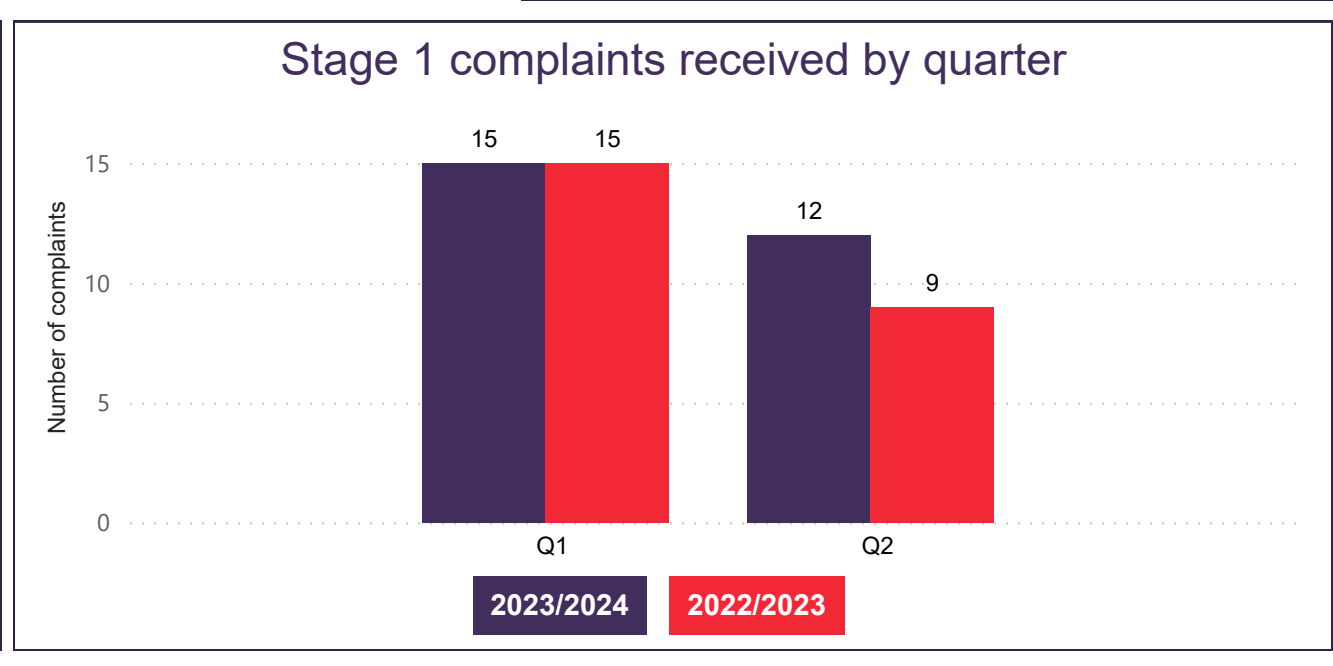
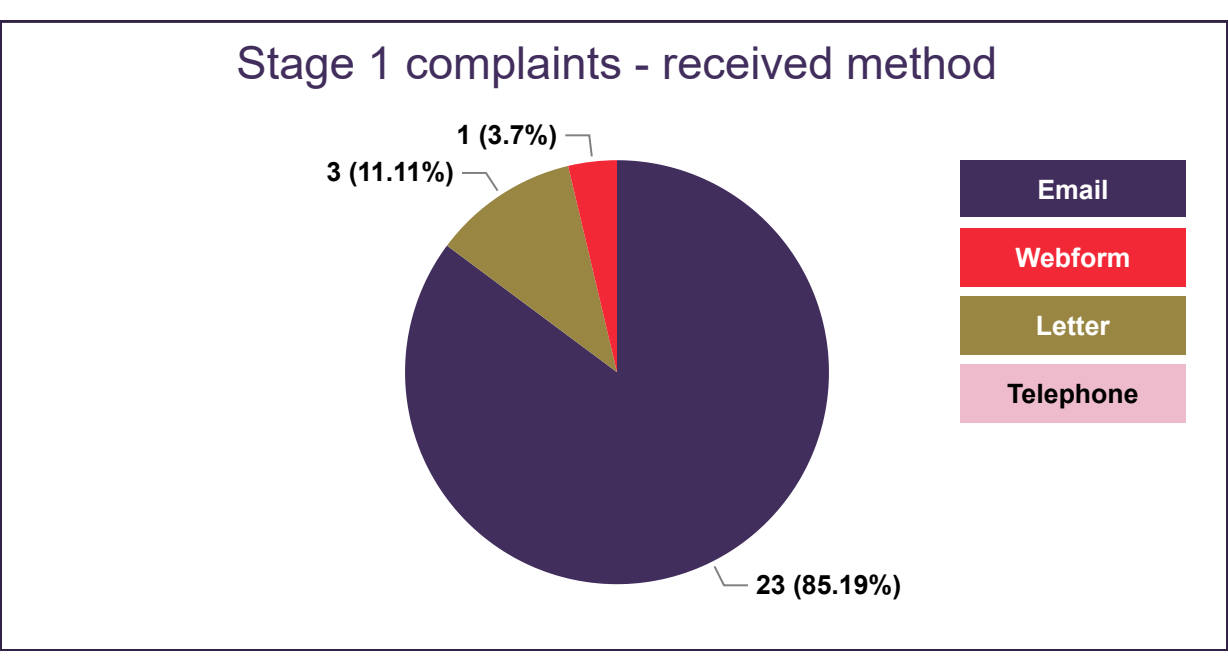
27

2022/2023

24

Difference: 3

In comparison to 2022/2023 an increase has been seen in the number of stage 1 complaints received



**Stage 2 Complaints**

4

Stage 2 complaints received

3

Stage 2 complaints not upheld (council is not at fault)

1

Stage 2 complaints part upheld (council is partly at fault)

0

Stage 2 complaints upheld (council is at fault)

4

Corporate complaints procedure

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0

Statutory complaints procedure

Comparison to previous year

2023/2024

4

2022/2023

3

Difference: 1

In comparison to 2022/2023 an increase has been seen in the number of stage 2 complaints received

Stage 2 complaints received by quarter

Quarter	2023/2024	2022/2023
Q1	3	2
Q2	1	1

**Compliments, Informal Complaints and Stage 3 Complaints**

Informal complaints received

12

Compliments received

10

Stage 3 complaints received

0

Corporate complaints procedure

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1

Statutory complaints procedure

Comparison to previous year

2023/2024

1

2022/2023

0

Difference: 1

In comparison to 2022/2023 an increase has been seen in the number of stage 3 complaints received.

**Select a service:**

Adults
Children's
Corporate
Public Health

**Select a year:**

2021/2022
2022/2023
2023/2024

**Select a quarter:**

Q1
Q2
Q3
Q4

**Stage 1 Complaints**

68

Stage 1 complaints received

40

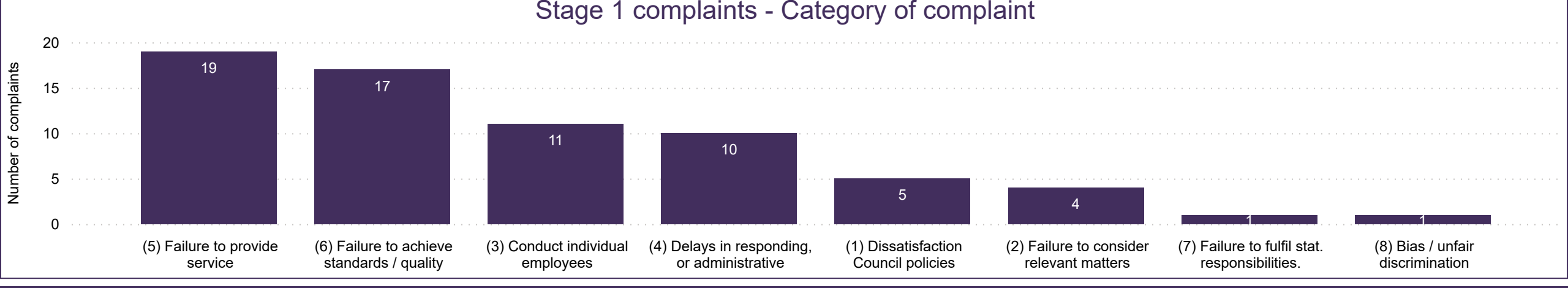
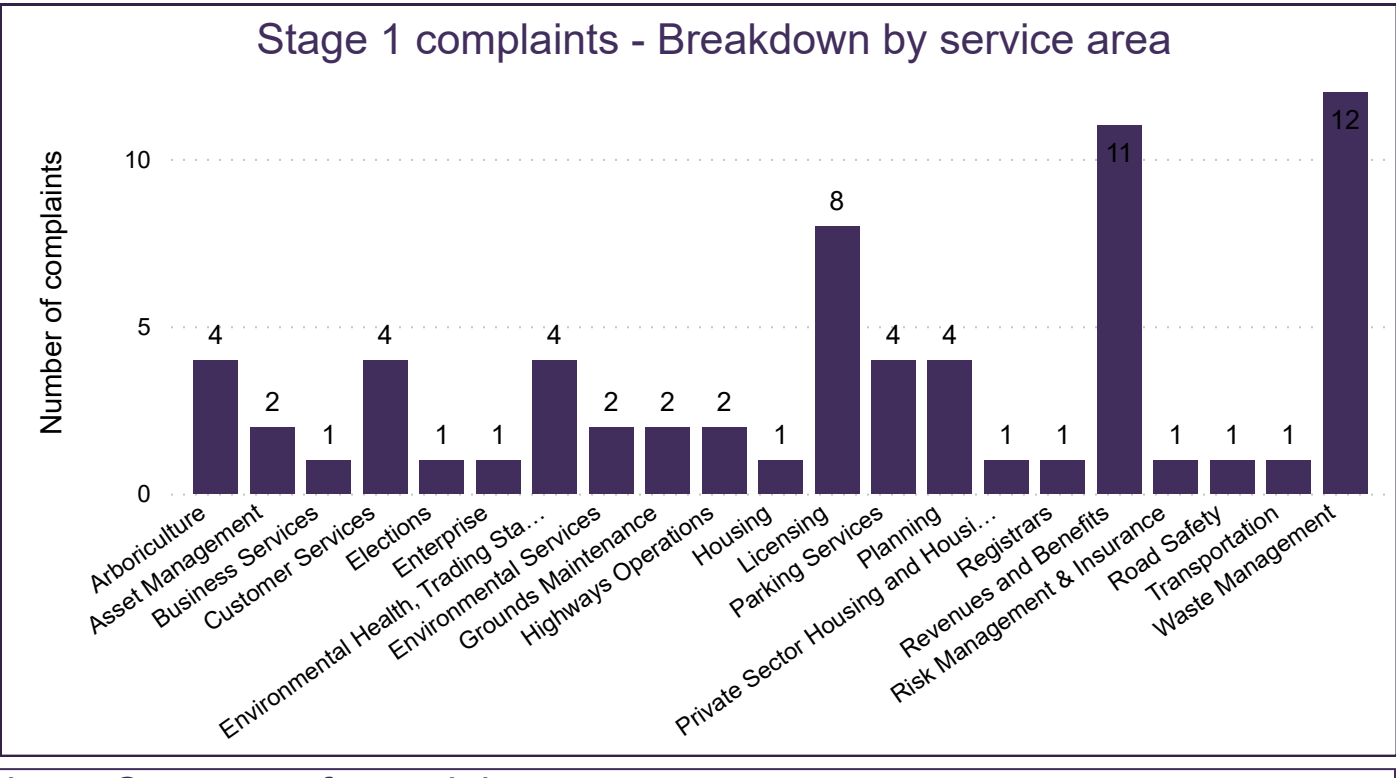
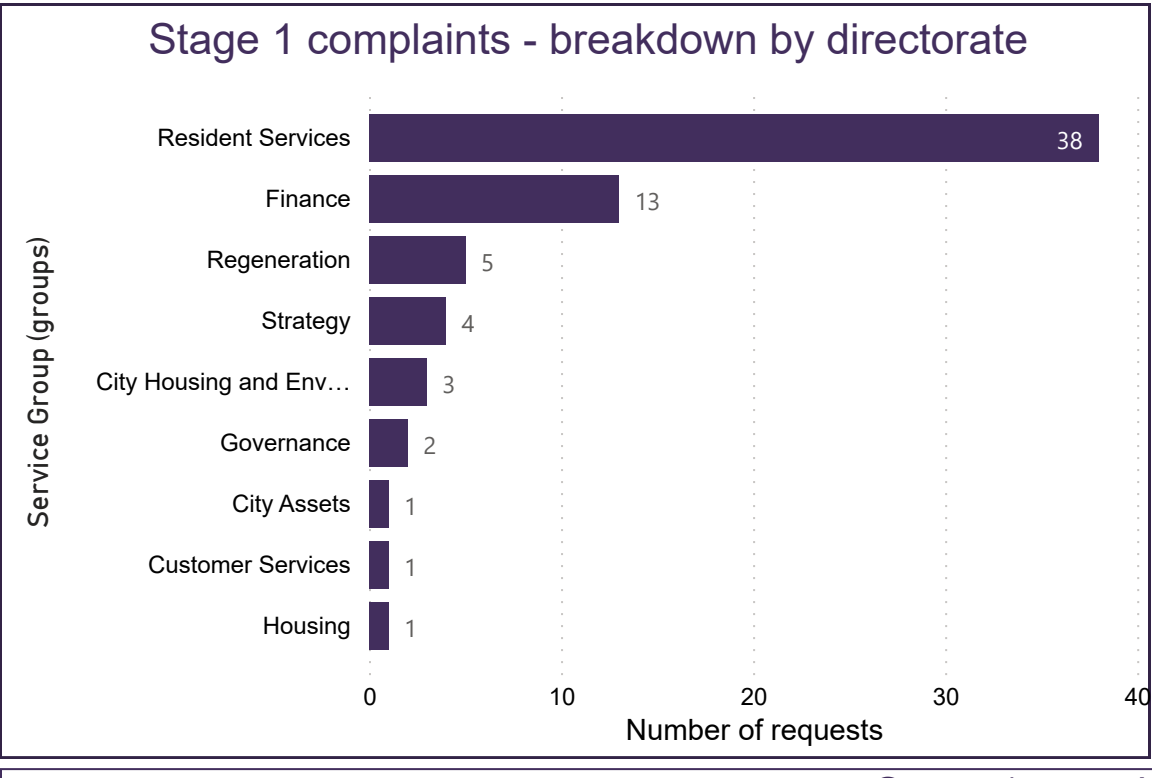
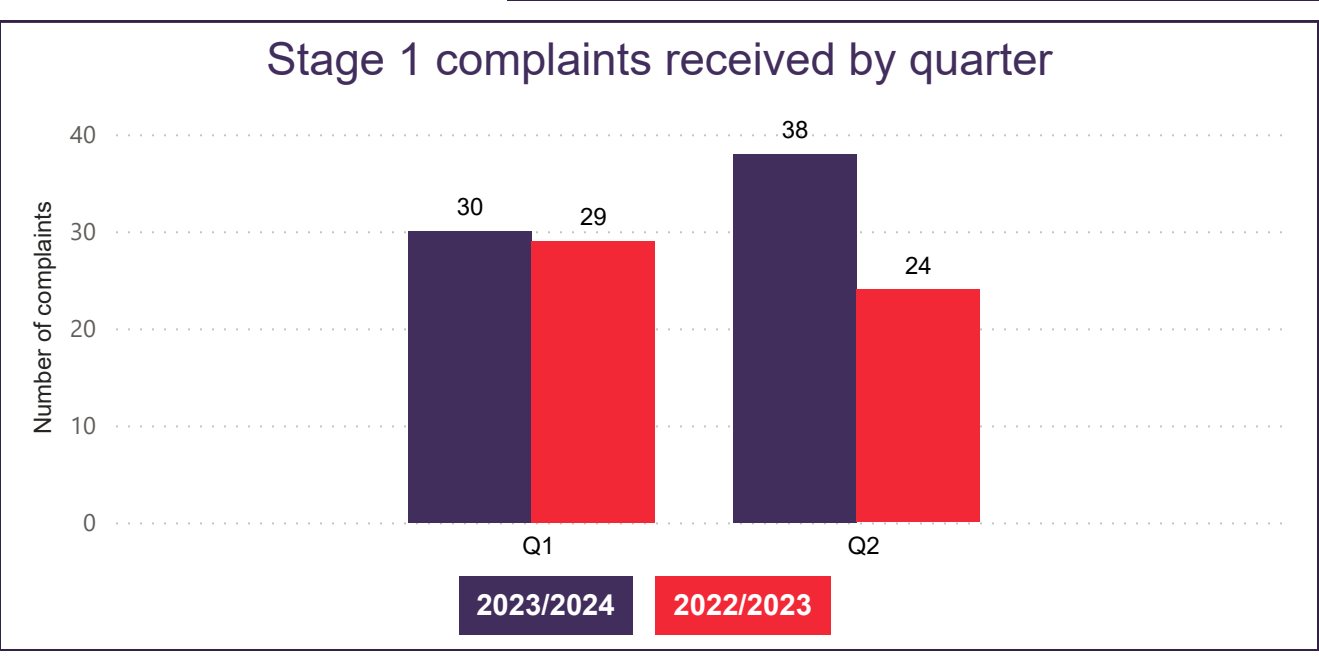
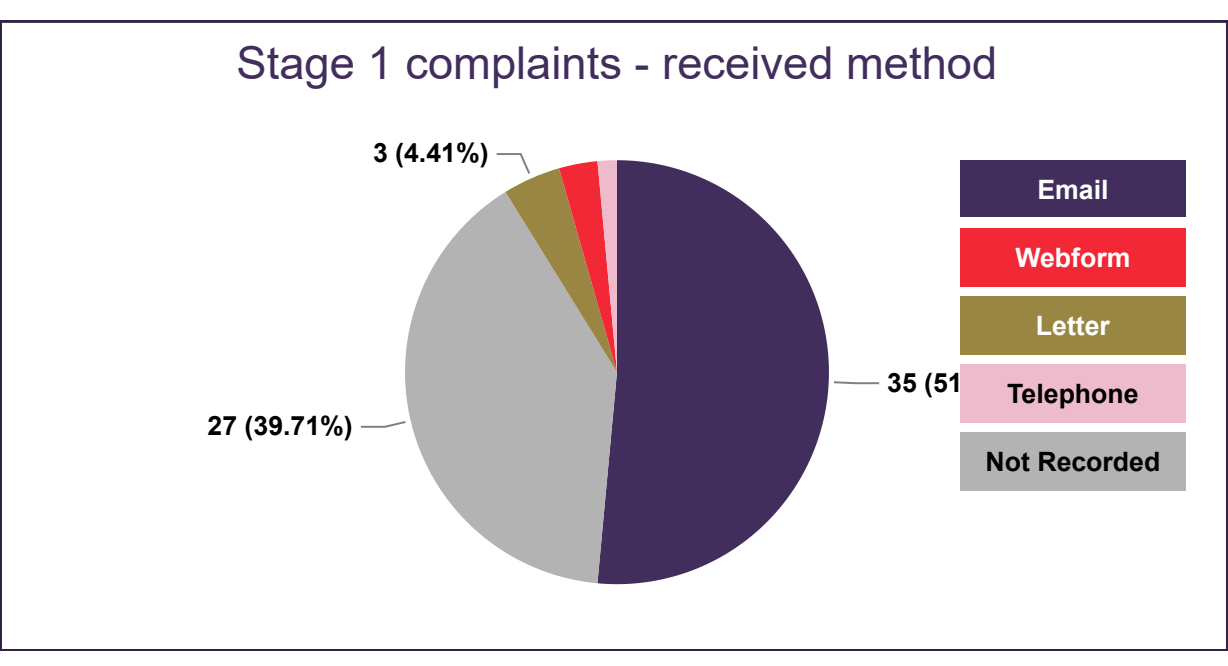
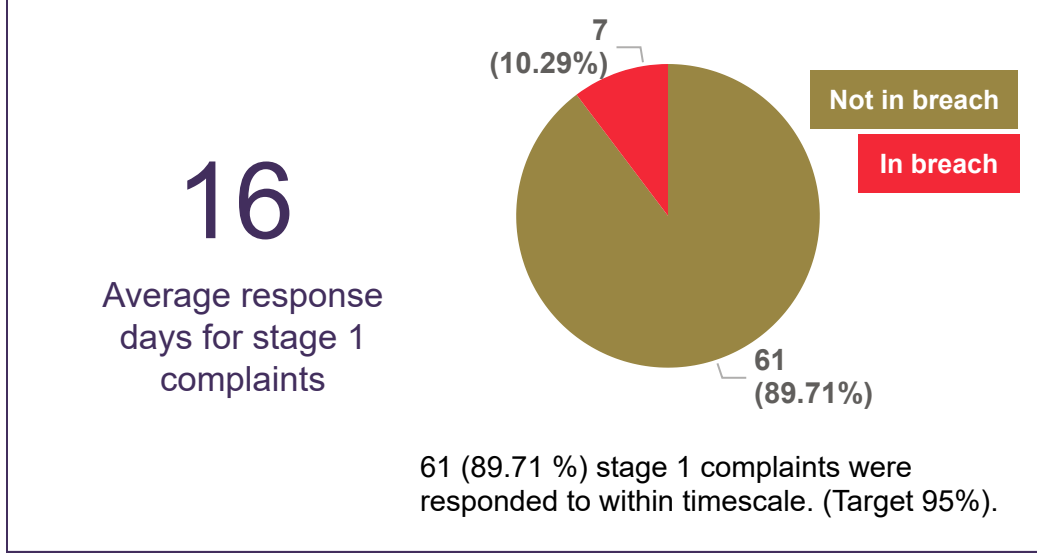
Stage 1 complaints not upheld (council is not at fault)

10

Stage 1 complaints part upheld (council is partly at fault)

18

Stage 1 complaints upheld (council is at fault)



**Stage 2 Complaints**

10

Stage 2 complaints received

8

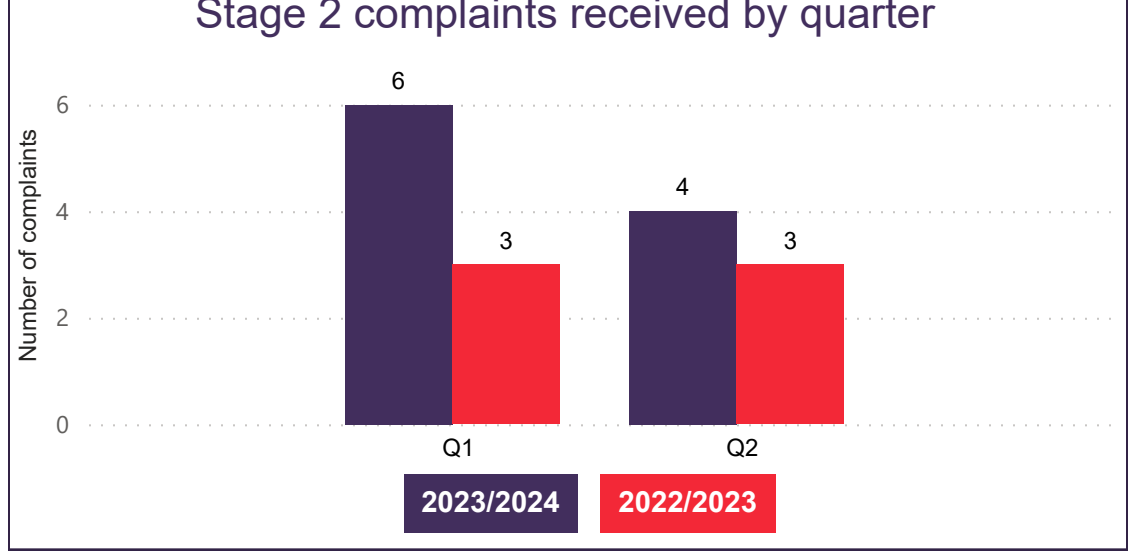
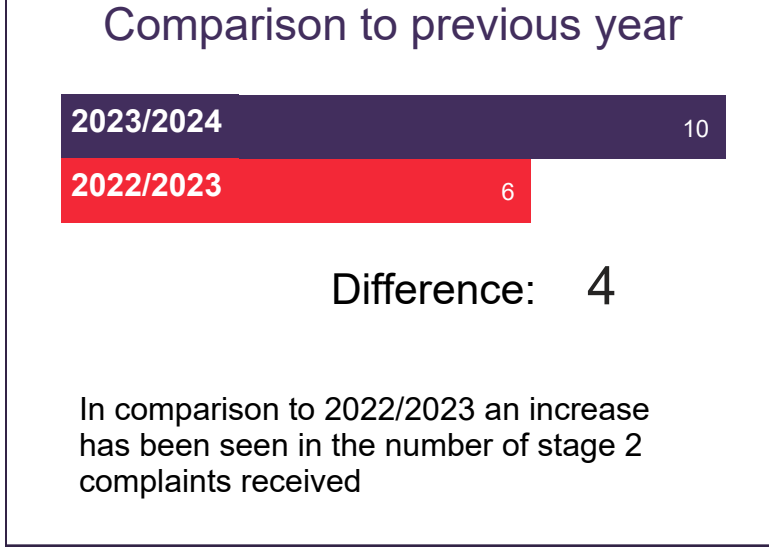
Stage 2 complaints not upheld (council is not at fault)

1

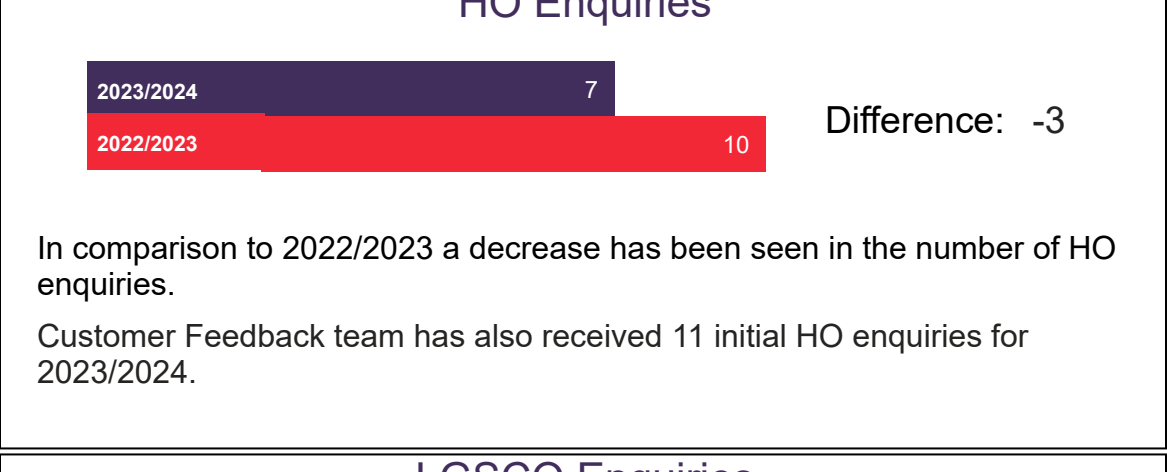
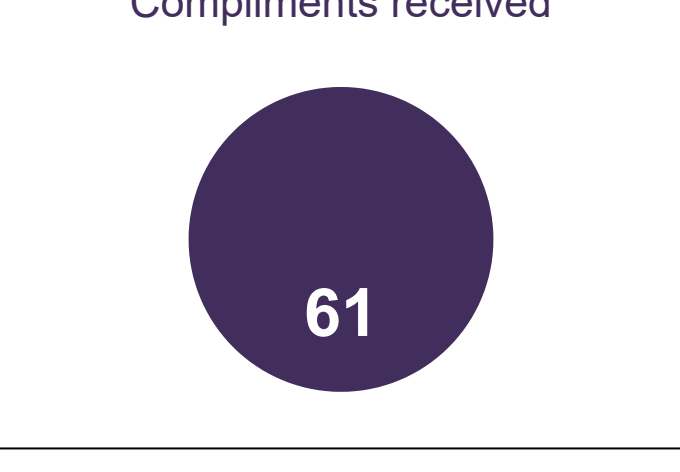
Stage 2 complaints part upheld (council is partly at fault)

1

Stage 2 complaints upheld (council is at fault)



**Compliments, Service Requests, HO and LGSCO Enquiries**



**Select a service:**

Adults | Children's | Corporate | **Public Health**

**Select a year:**

2021/2022 | 2022/2023 | **2023/2024**

**Select a quarter:**

Q1 | **Q2** | Q3 | Q4

**Stage 1 Complaints**

<b>1</b> Stage 1 complaints received	<b>1</b> Stage 1 complaints not upheld (council is not at fault)	<b>0</b> Stage 1 complaints part upheld (council is partly at fault)	<b>0</b> Stage 1 complaints upheld (council is at fault)
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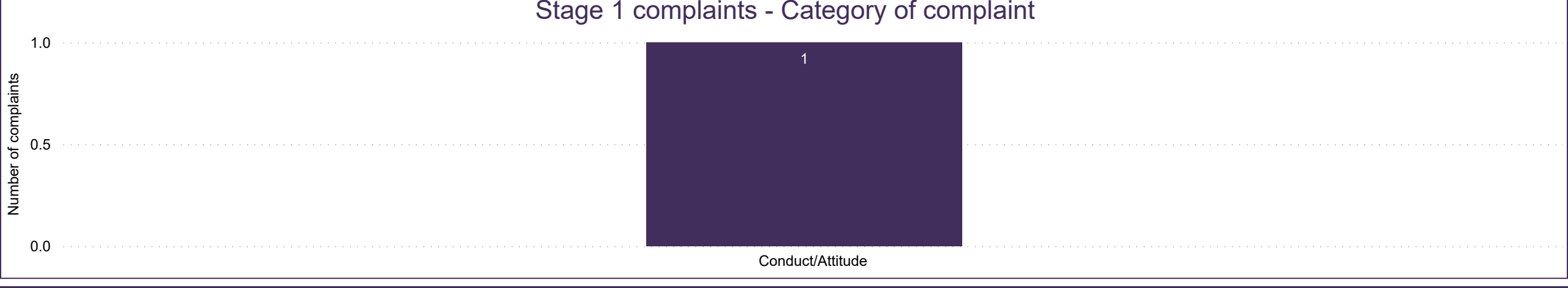
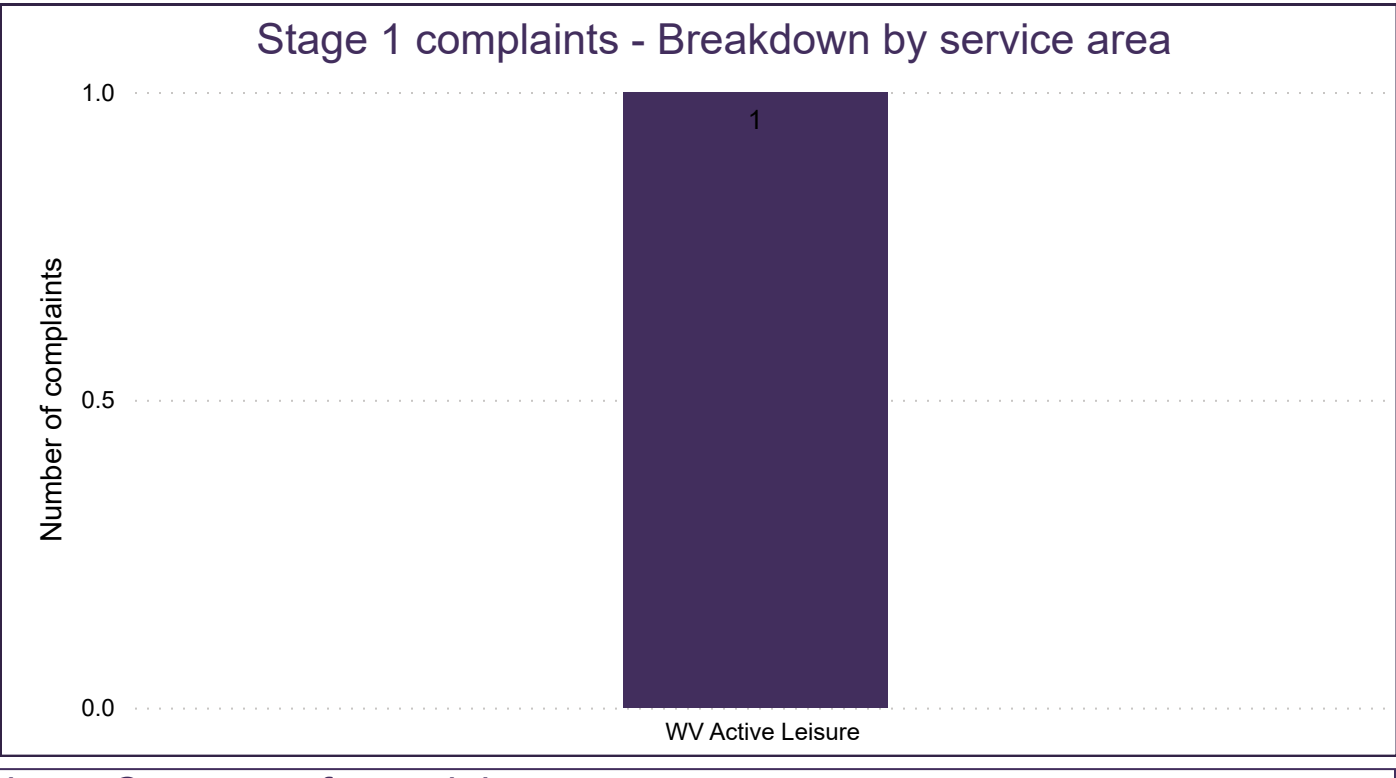
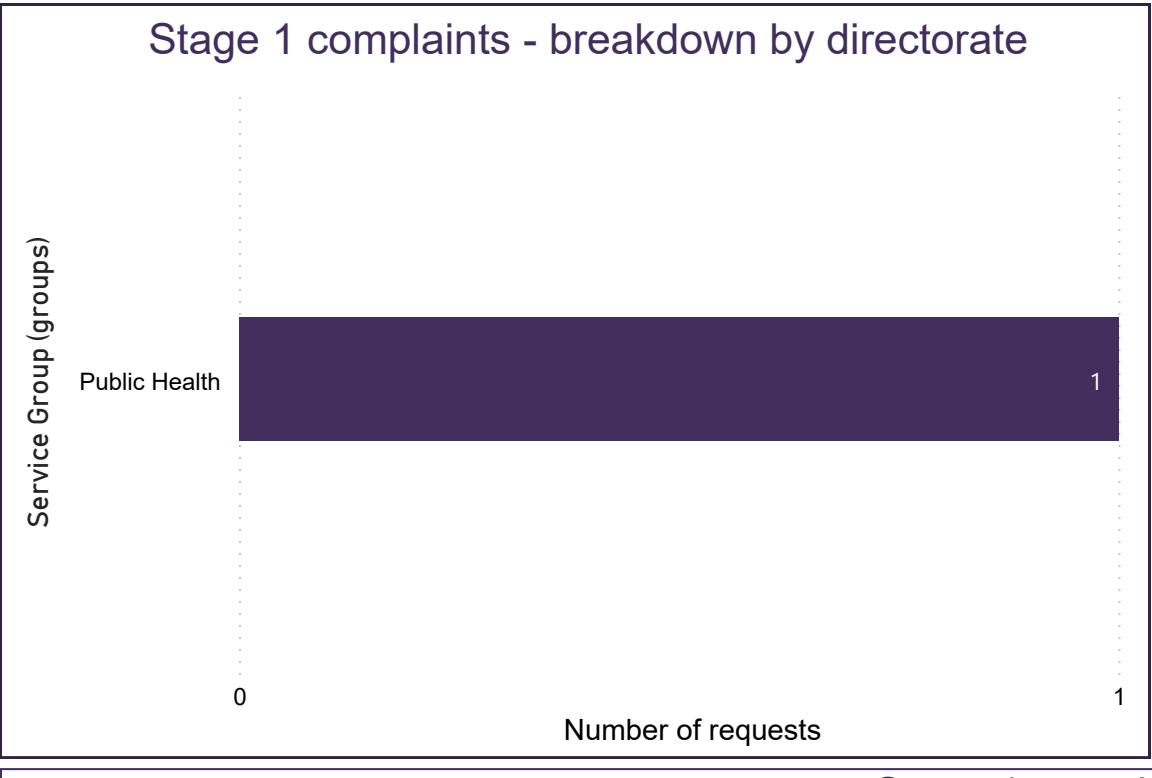
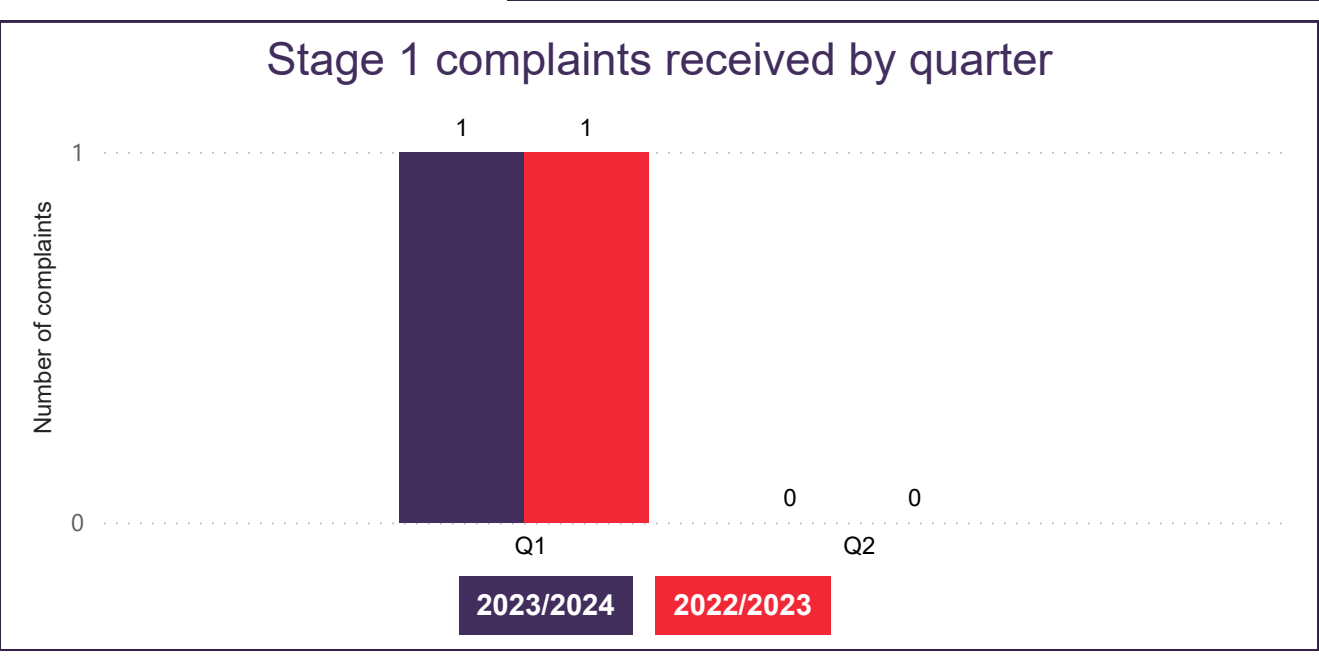
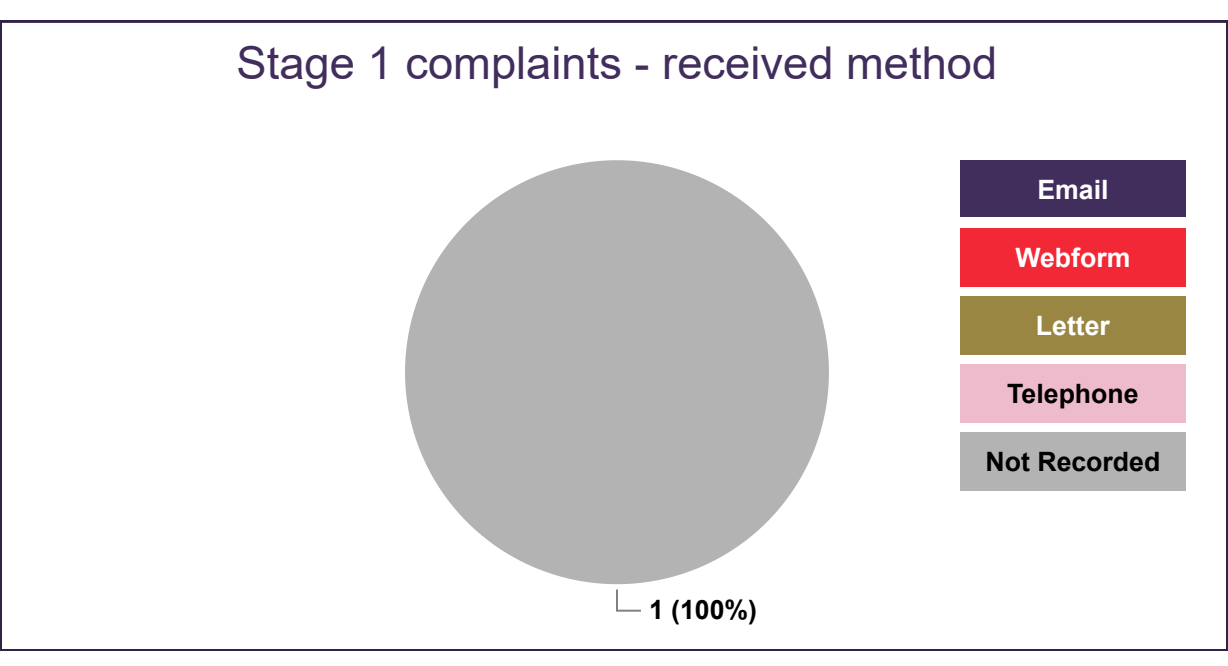
Corporate complaints procedure	
<b>1</b> Complaints received	<b>34</b> Average response days (calendar days)
Statutory complaints procedure	
<b>0</b> Complaints received	<b>0</b> Average response days (working days)

**Comparison to previous year**

<b>2023/2024</b>	1
<b>2022/2023</b>	1

Difference: 0

In comparison to 2022/2023 no change has been seen in the number of stage 1 complaints received



**Stage 2 Complaints**

<b>0</b> Stage 2 complaints received	<b>0</b> Stage 2 complaints not upheld (council is not at fault)	<b>0</b> Stage 2 complaints part upheld (council is partly at fault)	<b>0</b> Stage 2 complaints upheld (council is at fault)
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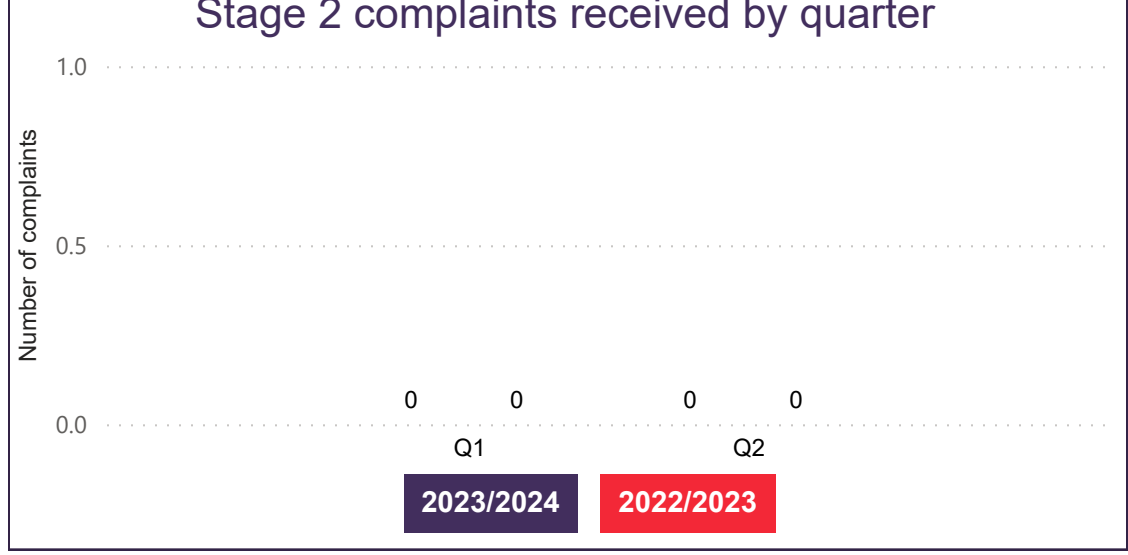
Corporate complaints procedure
<b>0</b>
Statutory complaints procedure
<b>0</b>

**Comparison to previous year**

<b>2023/2024</b>	0
<b>2022/2023</b>	0

Difference: 0

In comparison to 2022/2023 no change has been seen in the number of stage 2 complaints received



**Compliments and Informal Complaints**

**Informal complaints received**

**1**

**Compliments received**

Local Government and Social Care Ombudsman – full investigations	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
<p><b>Team</b>  <b>Adult Services and Communities -</b>  Complaint in relation to the Council’s communication regarding the process and financial implications of moving into residential care</p>	<p><b>Outcome</b> - upheld fault and injustice  - apology submitted for uncertainty caused by the delay in assessing eligible needs under the Care Act and for the distress caused by failing to request funding for the respite care in May 2022;  - apologise for the uncertainty caused by not notifying complainant of its decision on whether to refer for a further carer’s assessment  - backdate the Council’s assistance with the fees for the care home placement</p>	<p><b>Learning undertaken</b>  - review assessed contribution from April 2023 and notify of the correct assessed contribution.  - review its record keeping procedures to ensure officers record all key decisions relating to a person’s care needs and notify the client of the decision.  - by training or other means remind officers to provide key information about care home funding in writing following conversations with clients regarding funding arrangements. This is to ensure understanding of the key issues discussed and potential financial implications</p>
<p><b>Team</b>  <b>Resident Services/Wolverhampton Homes</b>  Complaint in relation to housing register</p>	<p><b>Outcome</b> – not upheld, no fault</p>	
<p><b>Team</b>  <b>Education Services, SEND Team</b>  Complaint in relation to delays with EHCP plan</p>	<p><b>Outcome</b> – upheld fault and injustice  - apology submitted for injustice caused by its delays in finalising the EHCP plan.  - pay complainant £350 in recognition of the avoidable distress and uncertainty</p>	<p><b>Learning undertaken</b>  - the LGSCO noted that the Council has already acknowledged there were delays in the process, and took reasonable steps to try and minimise the impact on the uncertainty, in so far as it was able. The LGSCO confirmed that the Council does not need to make any service improvement recommendations as these have already been undertaken by the service in July 2023</p>

Housing Ombudsman Full investigations	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
<p><b>Team</b> <b>Tenant Management Organisation (TMO)</b> Complaint in relation to the landlord's response to the resident's request to install a fence</p>	<p><b>Outcome</b> – severe maladministration</p> <ul style="list-style-type: none"> <li>- to pay the resident £700 to reflect the distress and inconvenience caused to the resident, because of the repeated barriers placed to obtain approval to install a fence around the boundary of her front garden</li> <li>- to provide the resident with a written apology for the failures identified</li> </ul>	<p><b>Learning undertaken</b></p> <ul style="list-style-type: none"> <li>- carry out empathy and equality training with its staff to ensure it is upholding its obligation and commitment to actively consider equality and inclusion in very practical ways</li> <li>- review to be conducted into this case to identify any additional learning and improvement, and report the outcome</li> <li>-review its record keeping practices to ensure it keeps clear, accurate and comprehensive records of discussions in-person or over the telephone</li> <li>-review its fencing policy to clarify the process for assessing objections from other residents and confirm how the landlord will manage objections which are considered to be malicious</li> </ul>
<p><b>Team</b> <b>Wolverhampton Homes</b> Complaint in relation to the landlord's handling of and response to the resident's request for compensation, including property damage and the landlord's complaint handling</p>	<p><b>Outcome</b> - no maladministration by the landlord in respect of its response to the resident's complaint about damage to her carpets</p> <ul style="list-style-type: none"> <li>- maladministration by the landlord in its complaint handling</li> <li>- in relation to poor complaint handling the landlord is ordered to pay the resident £150 compensation</li> </ul>	<p><b>Learning undertaken</b></p> <ul style="list-style-type: none"> <li>-review this case to identify how it has improved its complaint handling processes since the resident's complaint, in order to ensure her experiences are not repeated. This review must be shared with the resident and the Ombudsman</li> </ul>