

Appendix 1 Statutory Customer Feedback Children's Services

Annual (1 April 2020 – 31 March 2021)

Formal Complaints Received

See Appendix 3 (1.2)



Average Complaint Response Time

See Appendix 3 (1.3 and 1.4)



Statutory complaints



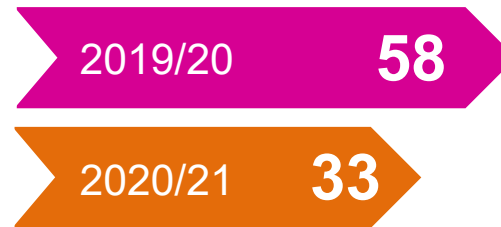
Corporate complaints

This represents a decrease of



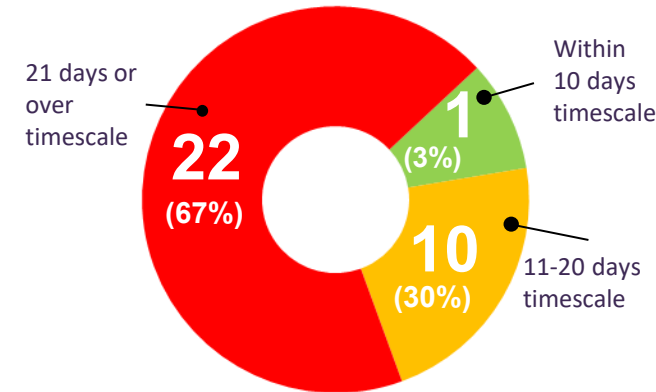
Stage 1 Complaints Comparison

See Appendix 3 (1.2)



Response Timescales

See Appendix 3 (1.3 and 1.4)



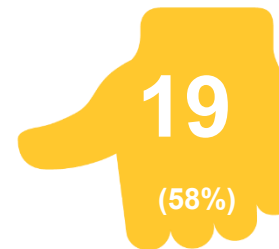
Complaints where the council is at fault (upheld)

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



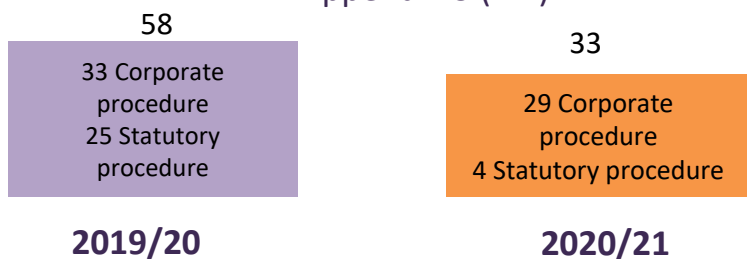
Complaints where the council is not at fault



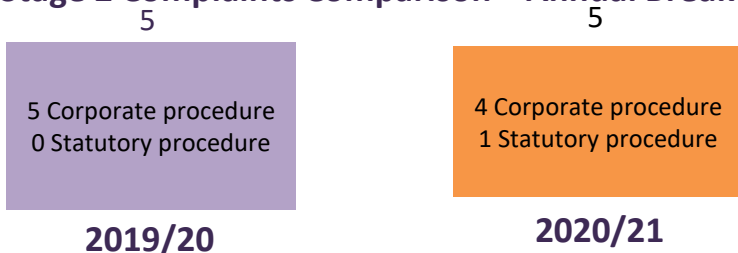
Appendix 1 Statutory Customer Feedback Children's Services

Annual (1 April 2020 – 31 March 2021)

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



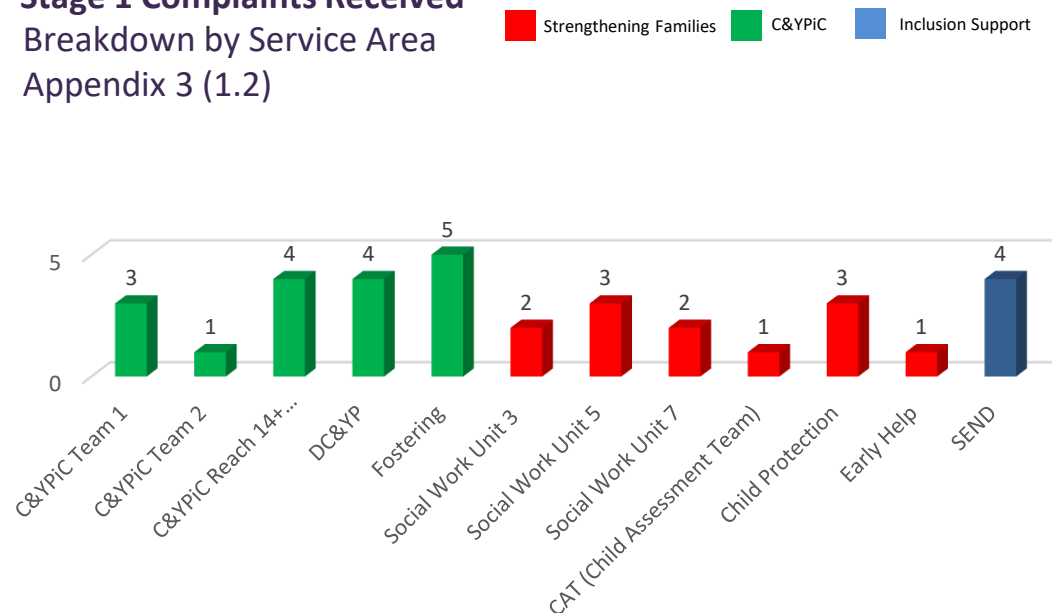
Stage 2 Complaints Comparison – Annual Breakdown



Stage 3 Complaints Comparison - Annual Breakdown



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



Compliments
Appendix 3 (1.8)



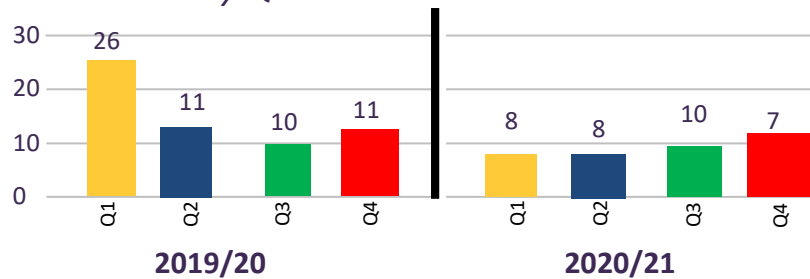
Informal Complaints
Appendix 3 (1.1)

Appendix 1 Statutory Customer Feedback Children's Services

Annual (1 April 2020 – 31 March 2021)

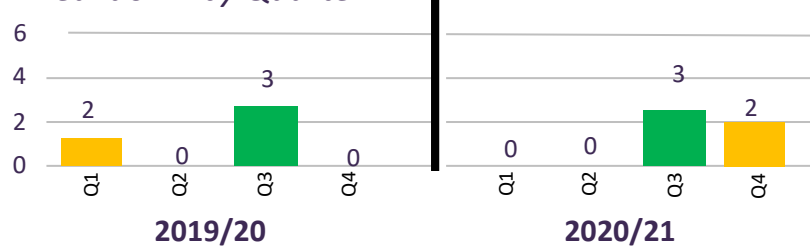
Stage 1 Complaints Comparison – Appendix 3 (1.2)

Breakdown by Quarter



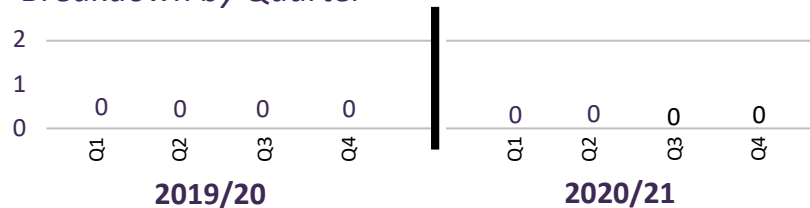
Stage 2 Complaints Comparison – Appendix 3 (1.5)

Breakdown by Quarter

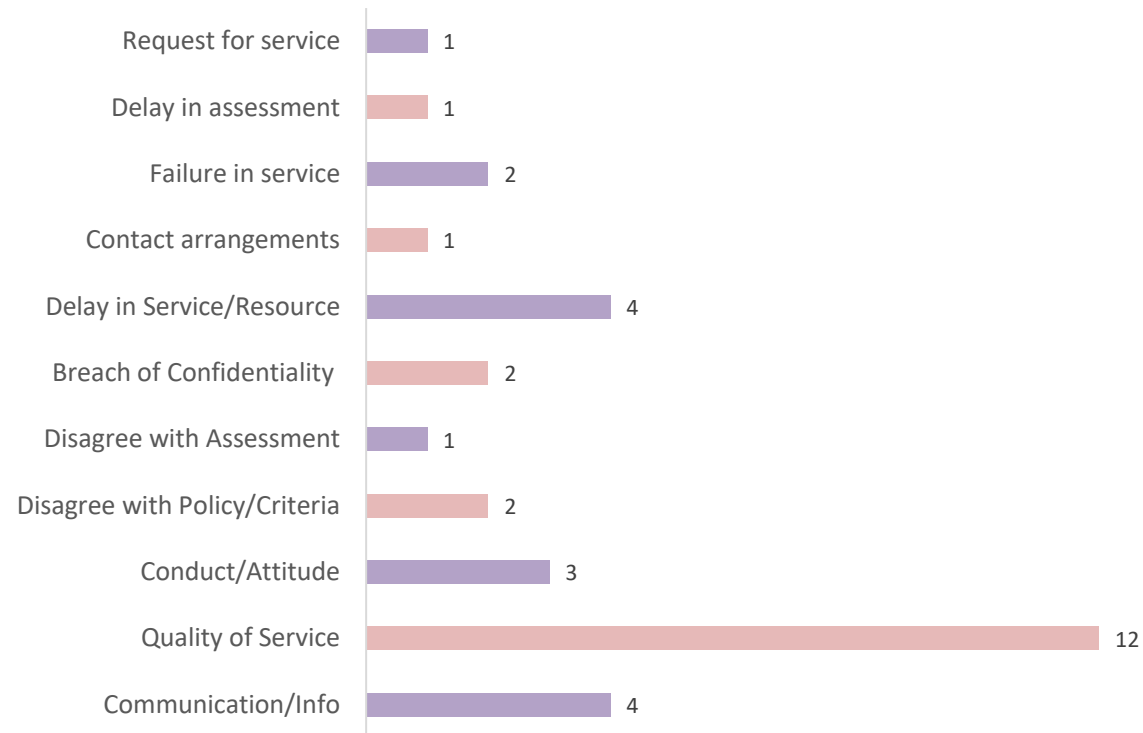


Stage 3 Complaints Comparison – Appendix 3 (1.6)

Breakdown by Quarter



Annual Stage 1 Complaints Received *Breakdown by Category*



Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2020 – 31 March 2021)

Formal Complaints Received
See Appendix 3 (3.2)



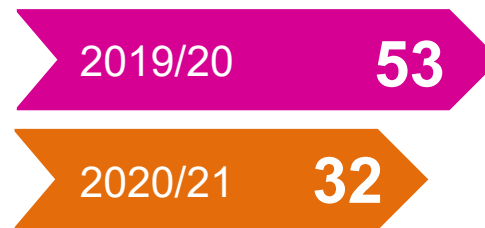
*This represents a
decrease of*



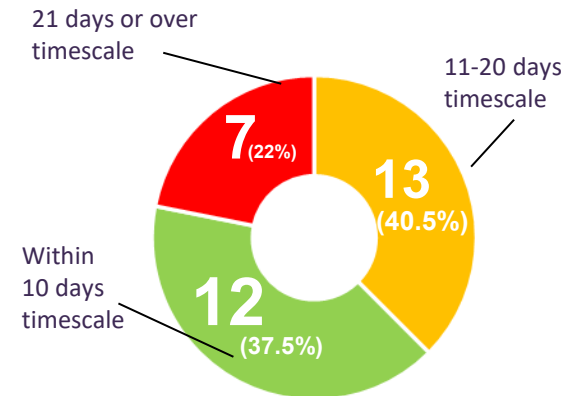
21

**Stage 1 Complaints
Comparison**

See Appendix 3 (3.2)



Response Timescales
See Appendix 3 (3.4)



**Average Complaint
Response Time**
See Appendix 3 (3.4)



**Statutory
complaints**



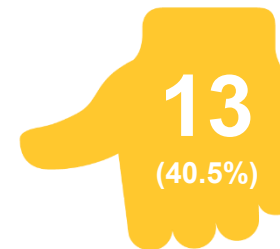
**Corporate
complaints**

**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**



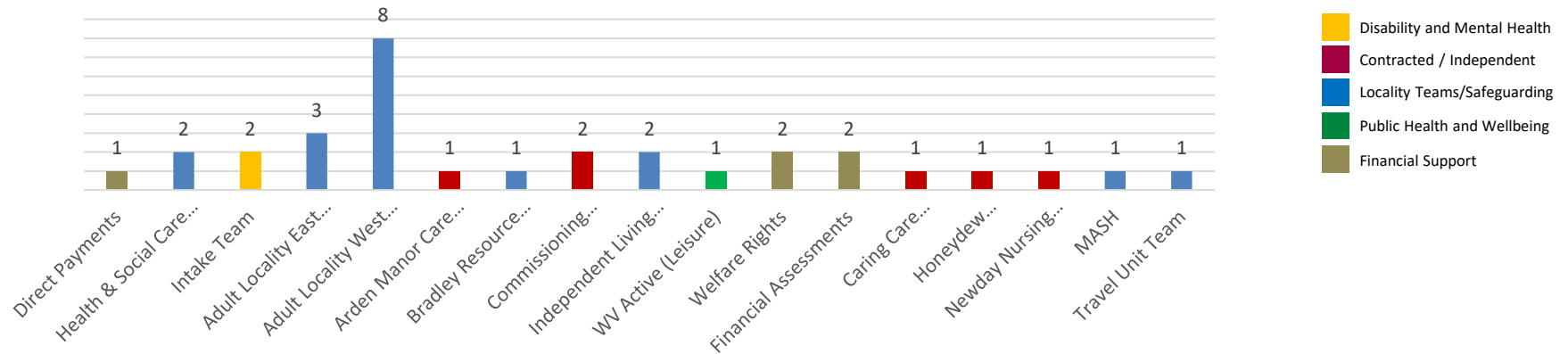
**Complaints where the council is
not at fault**



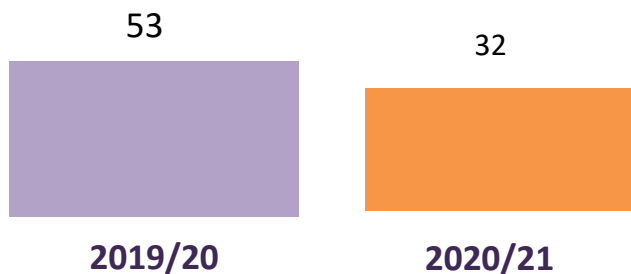
Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2020 – 31 March 2021)

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



Stage 1 Complaints Comparison - Annual Breakdown



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Compliments
Appendix 3 (3.5)

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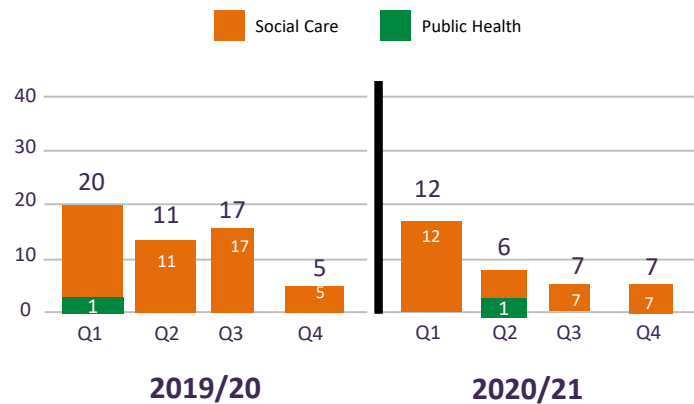
Informal
Complaints
Appendix 3 (3.1)

Appendix 1 Statutory Customer Feedback Adult Services and Public Health

Annual (1 April 2020 – 31 March 2021)

Stage 1 Complaints Comparison

Breakdown by Quarter -See Appendix 3 (3.2)



Annual Stage 1 Complaints Received Breakdown by Category

