

Appendix 2

Stage 1 Annual Corporate Complaints

CITY OF
WOLVERHAMPTON
COUNCIL

Annual Report (1 April 2020 to 31 March 2021)

Complaints Received

See Appendix 3 (4.2 and 4.3)

256

Complaints where the Council is at fault

(upheld) See Learning Appendix 4

97
(38%)

Issues have been identified from 97 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

159
(62%)

Response Timescales

See Appendix 3 (4.4)

89%

Responded to within
timescales
(Target: 95%)

11%

Not
responded to
within
timescales

Average Complaint Response Time

See Appendix 3 (4.4)

14
DAYS

Stage 1 Complaints Comparison for 2019/2020

See Appendix 3 (4.2)

2019/20 185

2020/21 256

Complaints received
increased by

71
Cases

In comparison to 2019/20 an increase has been seen in the number of stage one complaints received.

Appendix 2

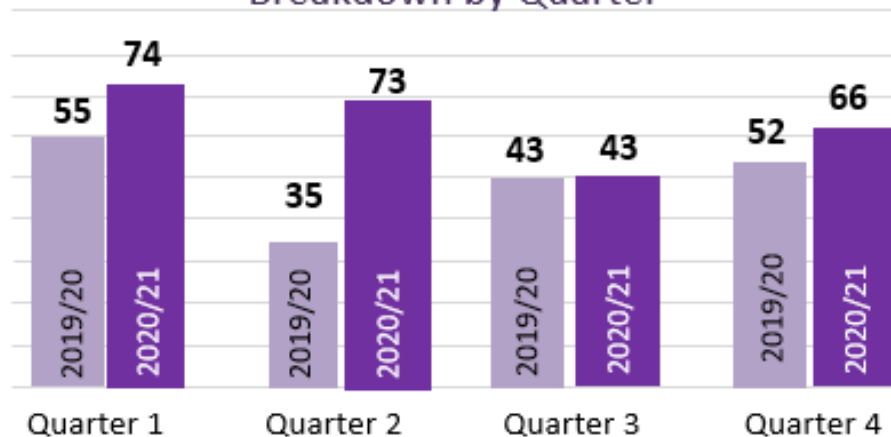
Stage 1 Annual Corporate Complaints

Annual Report (1 April 2020 to 31 March 2021)

Stage 1 Complaints Comparison

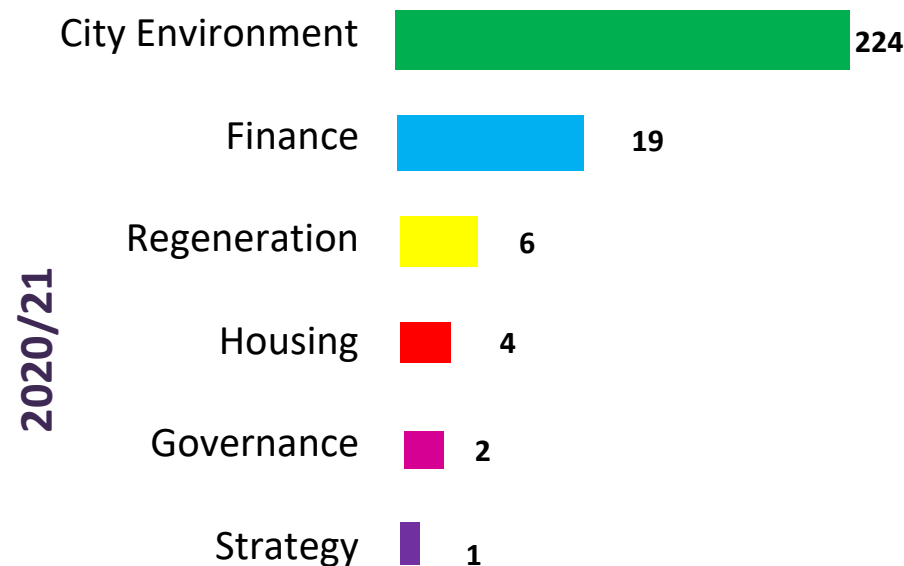
See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter



Stage 1 Complaints

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



Annual

Compliments Received

See Appendix 3 (4.6)

221

Annual

Service Requests
Appendix 4.1

1,054

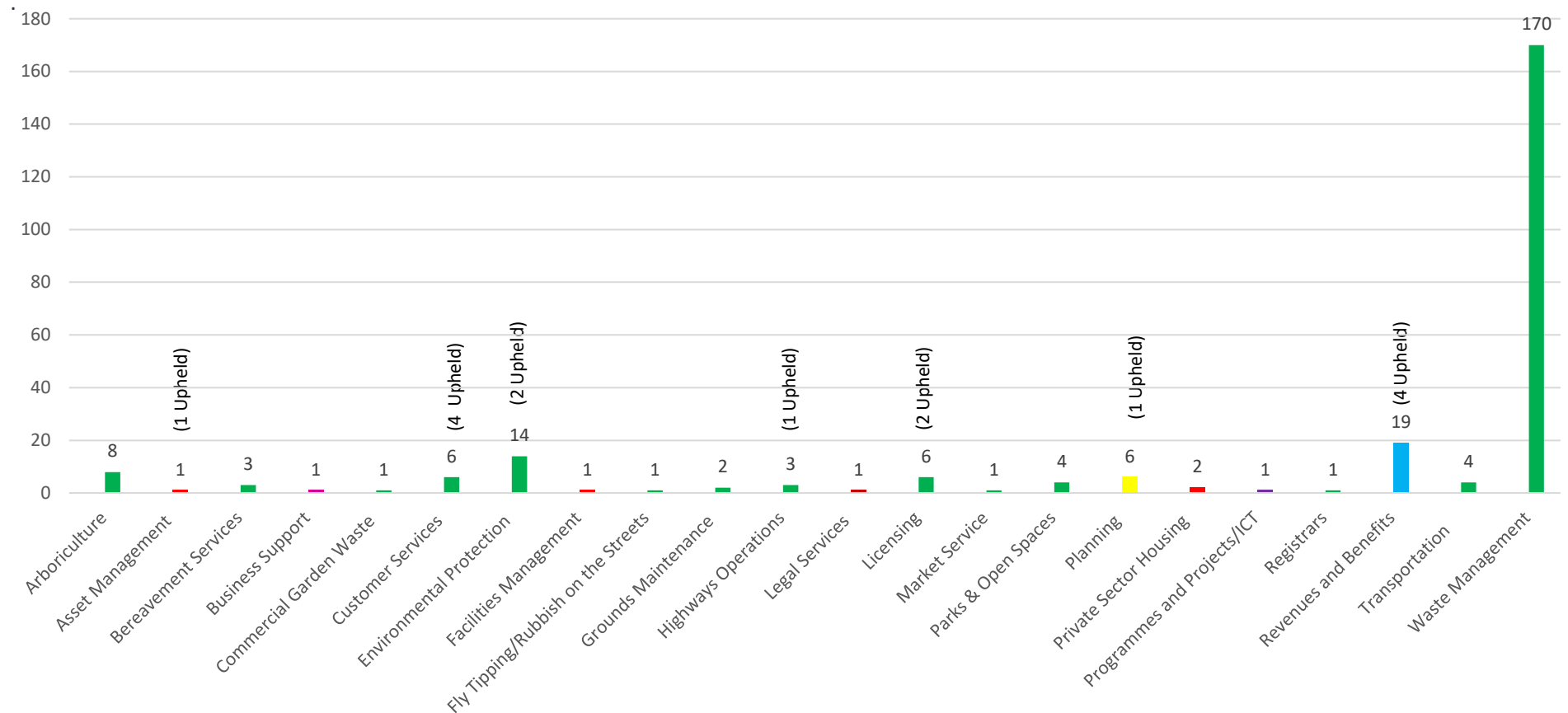
Appendix 2 Stage 1 Annual Corporate Complaints

Annual Report (1 April 2020 to 31 March 2021)

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

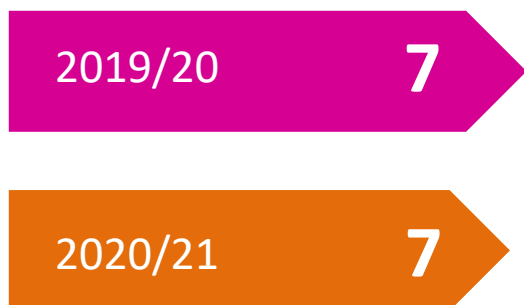
Customer Feedback Annual - Stage 2 Corporate Complaints, Local Government and Social Care (LGSCO) and Housing Ombudsman (HO) Enquiries

CITY OF
WOLVERHAMPTON
COUNCIL

Annual Report (1 April 2020 to 31 March 2021)

HO enquiries

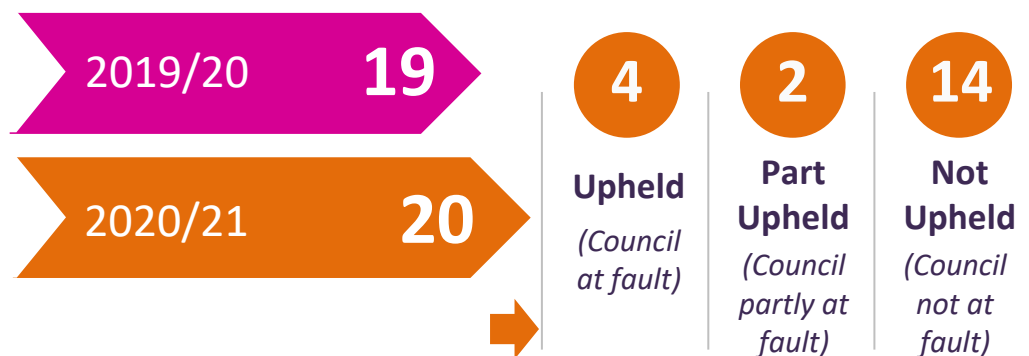
See Appendix 3 (5.2 and 5.4)



Figures consistent for 2020/21 compared to 2019/20. Customer Feedback team has also received 7 initial HO assessment enquiries for 2020/21.

Stage 2 Corporate Complaints

See Appendix 3 (4.5)



LGSCO enquiries

See Appendix 3 (5.1 and 5.3)



Figures increased for 2020/21 compared to 2019/20. Customer Feedback team has also received 30 initial LGSCO assessment enquiries 2020/21.