

Appendix 1 Statutory Customer Feedback Children's Services

Quarter 1 (1 April 2021 - 30 June 2021)

Stage 1 Complaints Received

See Appendix 3 (1.2)



This represents an increase



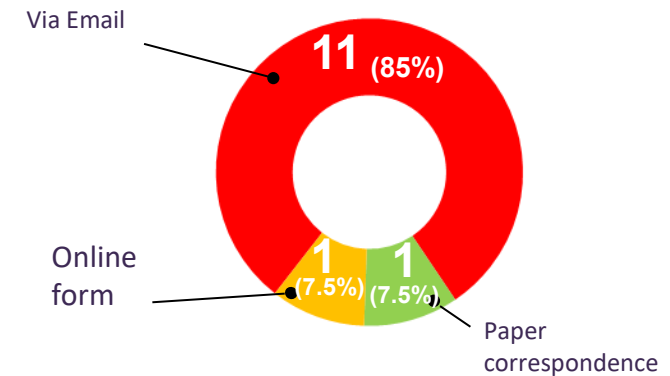
Stage 1 Complaints Comparison for Q1

See Appendix 3 (1.2)



How complaints are received

See Appendix 3 (1.2)



Average Complaint Response Time

See Appendix 3 (1.3)



Statutory complaints



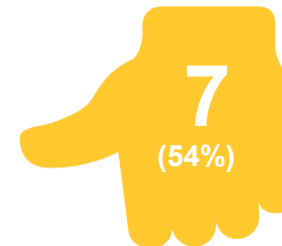
Corporate complaints

Complaints where the Council is at fault (Upheld)

See Learning Appendix 4



Complaints where the Council is partially at fault (Partially Upheld)



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.

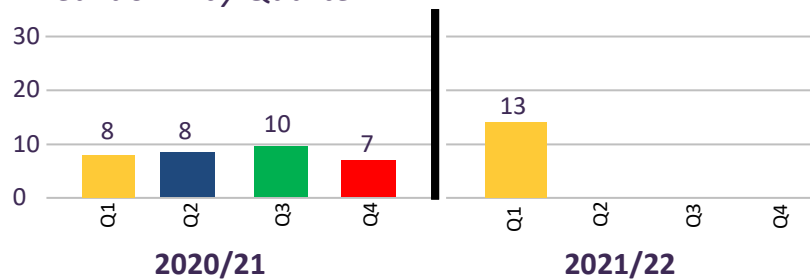
Complaints where the Council is not at fault (Not Upheld)



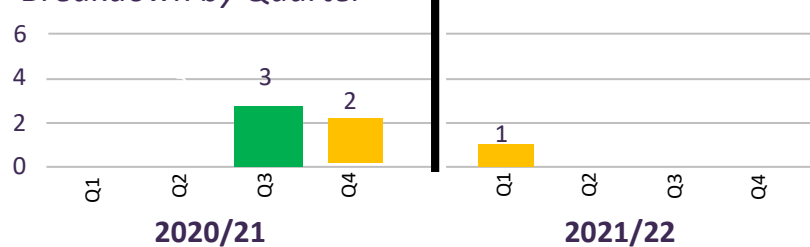
Appendix 1 Statutory Customer Feedback Children's Services

Quarter 1 (1 April 2021 - 30 June 2021)

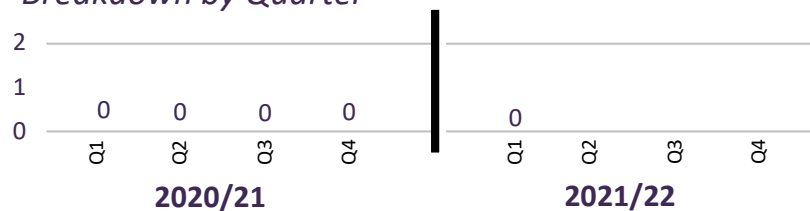
Stage 1 Complaints Comparison – Appendix 3 (1.2) Breakdown by Quarter



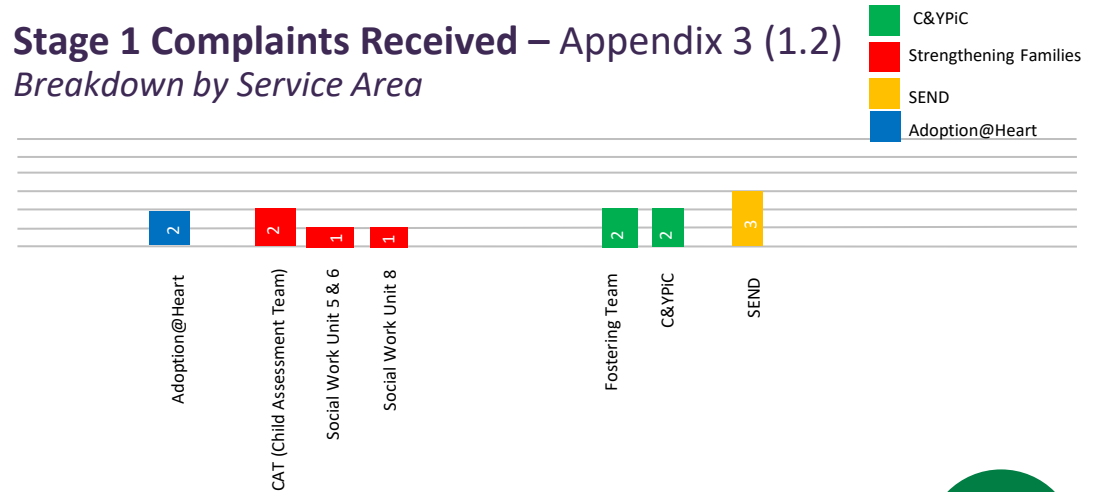
Stage 2 Complaints Comparison – Appendix 3 (1.5) Breakdown by Quarter



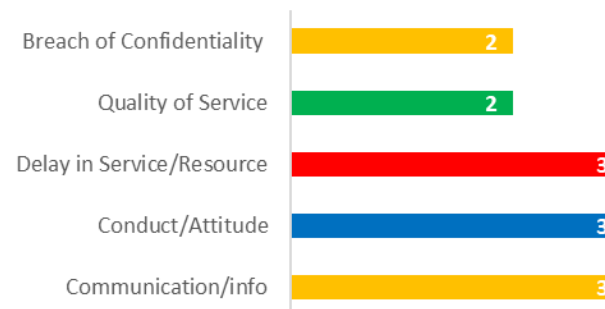
Stage 3 Complaints Comparison – Appendix 3 (1.6) Breakdown by Quarter



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



Stage 1 Complaints Received Breakdown by Category



9
Compliments
Appendix 3 (1.8)

20
Informal
Complaints
Appendix 3 (1.1)

Appendix 1

Statutory Customer Feedback Adult Services and Public Health

Quarter 1 (1 April 2021 - 30 June 2021)

Stage 1 Complaints (Formal) Received

See Appendix 3
(2.1 and 3.2)



Average Complaint Response Time

See Appendix 3 (3.4)

14
DAYS

Statutory
complaints

14
DAYS

Corporate
complaints

*This represents a
decrease*



6

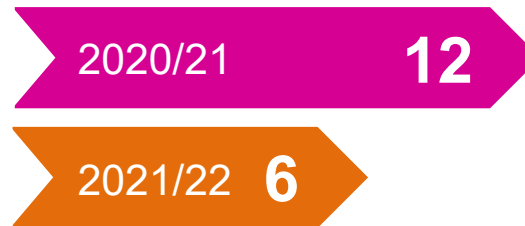
Complaints where the Council is at fault (Upheld)

See Learning Appendix 4



Stage 1 Complaints Comparison for Q1

See Appendix 3 (2.1 and 3.2)



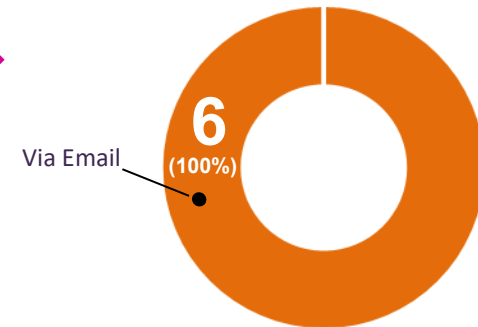
Complaints Where The Council Is Partially At Fault (Partially Upheld)



Issues have been identified from these 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.

How complaints are received

See Appendix 3 (3.2)



Complaints Where The Council Is Not At Fault (Not Upheld)

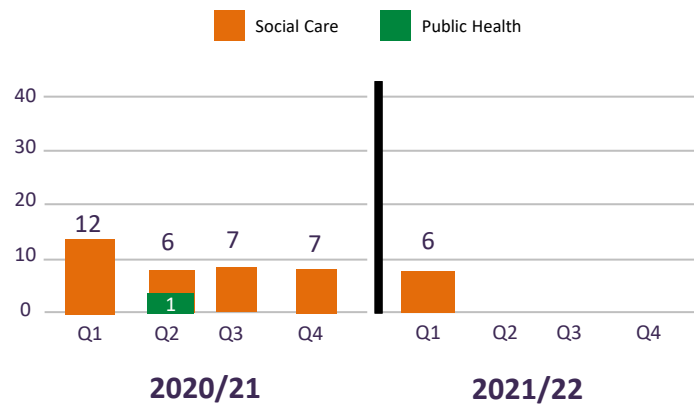


Appendix 1 Statutory Customer Feedback Adult Services and Public Health

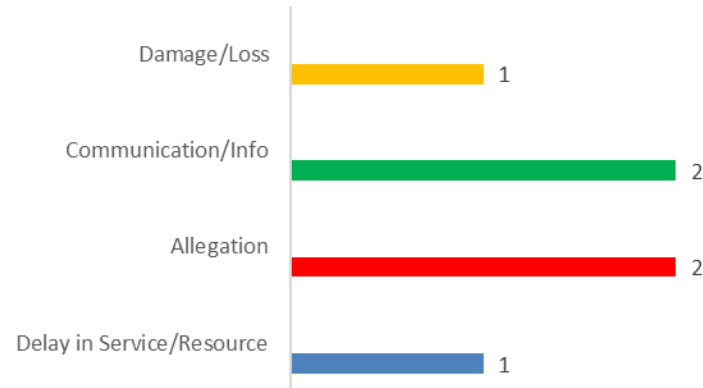
Quarter 1 (1 April 2021 - 30 June 2021)

Stage 1 Complaints Comparison

Breakdown by Quarter - See Appendix 3 (3.2)



Stage 1 Complaints Received - Breakdown by Category



100

Compliments -
Appendix 3 (3.5)

13

Informal Complaints
Appendix 3 (3.1)

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

