

Appendix 2

Customer Feedback Corporate Complaints

Quarter 1 (1 April 2021 – 30 June 2021)

Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)



Stage 1 Complaints where the Council is at fault

(upheld) See Learning Appendix 4



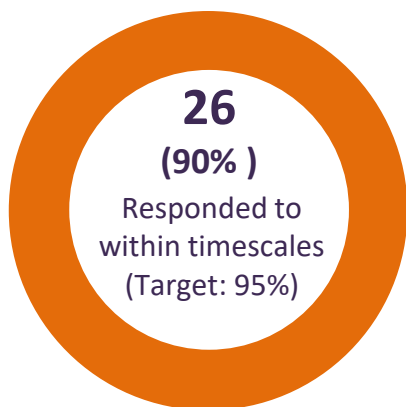
Issues have been identified from upheld complaints and have been addressed; remedies have been provided to the customers by apologising and informing them of the improvements that have been made.

Stage 1 Complaints where the Council is not at fault



Stage 1 Response Timescales

See Appendix 3 (4.4)



Stage 1 Average Complaint Response Time

See Appendix 3 (4.4)



Stage 1 Complaints Comparison for Q1

See Appendix 3 (4.2)



Stage 1 Complaints decreased by



Decrease of 45
complaints compared
to Q1 2020/21

Appendix 2

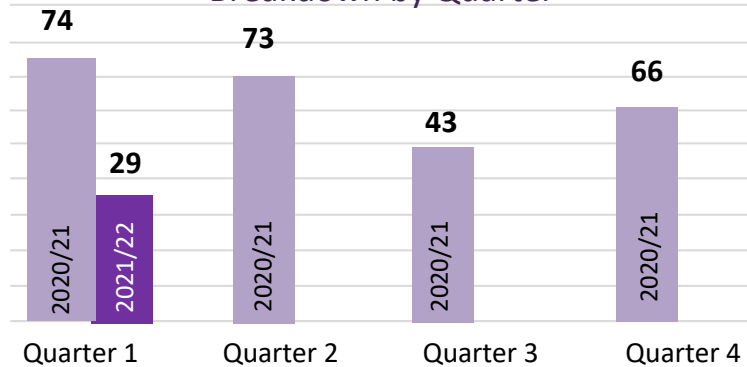
Customer Feedback Corporate Complaints

Quarter 1 (1 April 2021 – 30 June 2021)

Stage 1 Complaints Comparison

See Appendix 3 (4.2 and 4.3)

Breakdown by Quarter

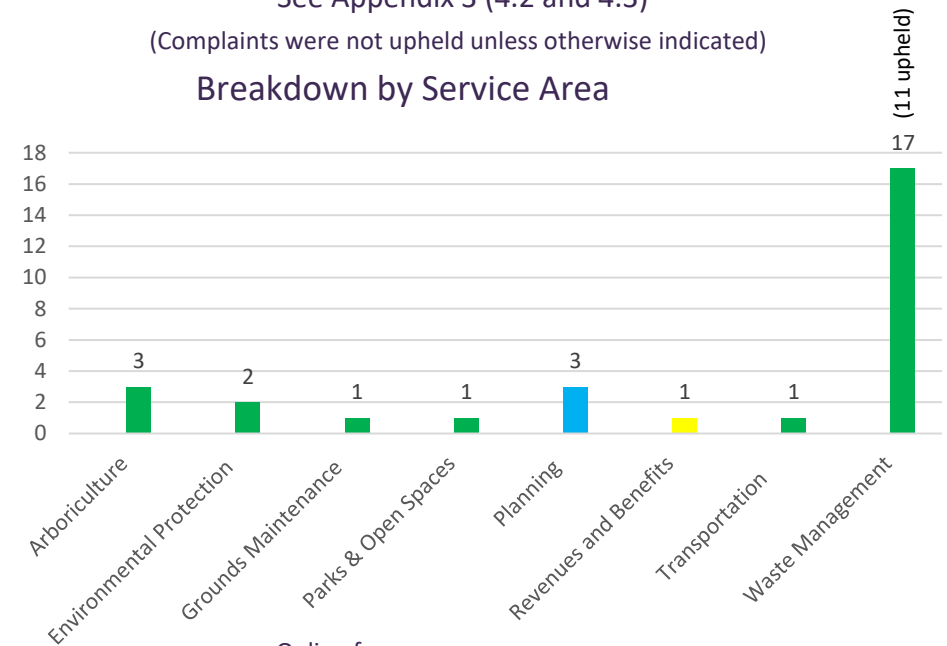


Stage 1 Complaints Received

See Appendix 3 (4.2 and 4.3)

(Complaints were not upheld unless otherwise indicated)

Breakdown by Service Area



Stage 1 Complaints Breakdown by Service

Service Requests

See Appendix 3 (4.1)

2021/22

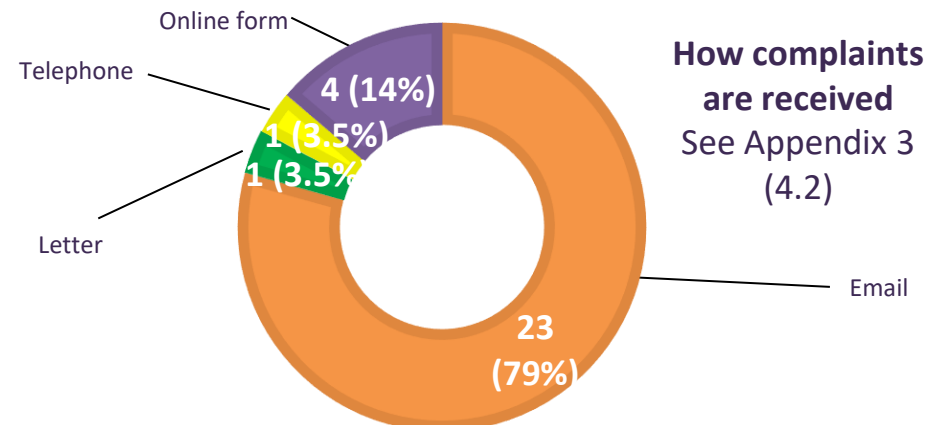


249

Compliments Received

See Appendix 3 (4.6)

56



How complaints are received

See Appendix 3
(4.2)

Appendix 2

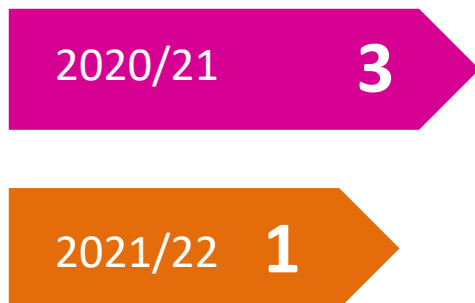
Customer Feedback Stage 2 Corporate Complaints, Local Government and Social Care (LGSCO) and Housing Ombudsman (HO) Enquiries

CITY OF
WOLVERHAMPTON
COUNCIL

Quarter 1 (1 April 2021 – 30 June 2021)

HO enquiries for Quarter 1

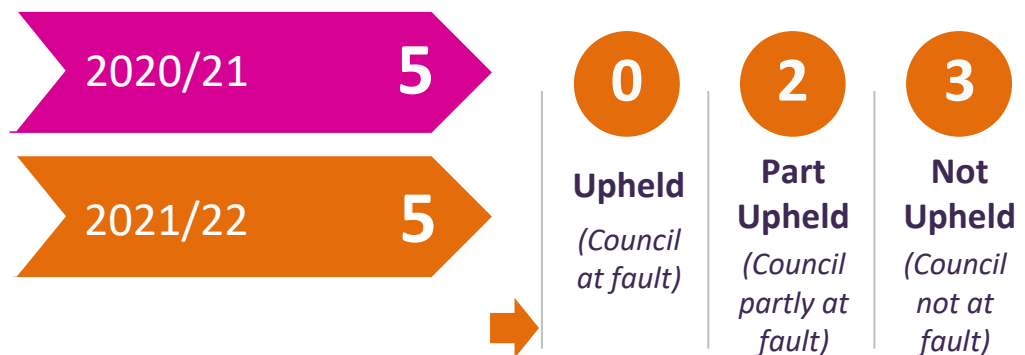
See Appendix 3 (5.2 and 5.4)



Figures have increased for 2021/22 Q1 compared to 2020/21 Q1. Customer Feedback team has also received 6 initial HO assessment enquiry for Q1 2021/22.

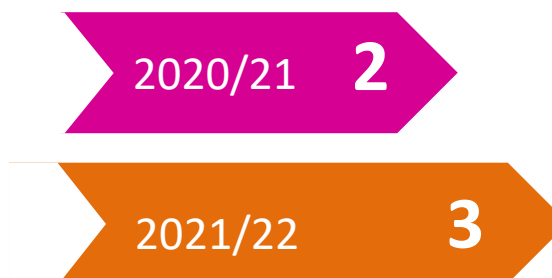
Stage 2 Corporate Complaints Comparison for Quarter 1

See Appendix 3 (4.5)



LGSCO enquiries for Quarter 1

See Appendix 3 (5.1 and 5.3)



Figures have increased for 2021/22 Q1 compared to 2020/21 Q1. Customer Feedback team has also received 6 initial LGSCO assessment enquiry for Q1 2021/22.