

**Select a service:**

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

**Select a year:**

2019/2020 | 2020/2021 | 2021/2022 | **2022/2023**

**Select a quarter:**

**Q1** | Q2 | Q3 | Q4

**Stage 1 Complaints**

**15**

Stage 1 complaints received

**7**

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

**5**

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

**3**

Stage 1 complaints upheld (council is at fault)

Corporate complaints procedure

**11** | **26**

Complaints received | Average response days (calendar days)

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Statutory complaints procedure

**4** | **14**

Complaints received | Average response days (working days)

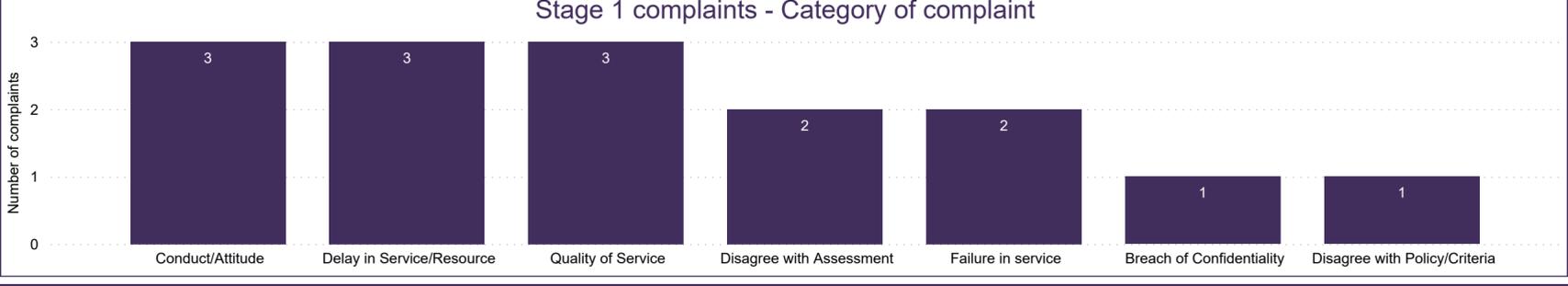
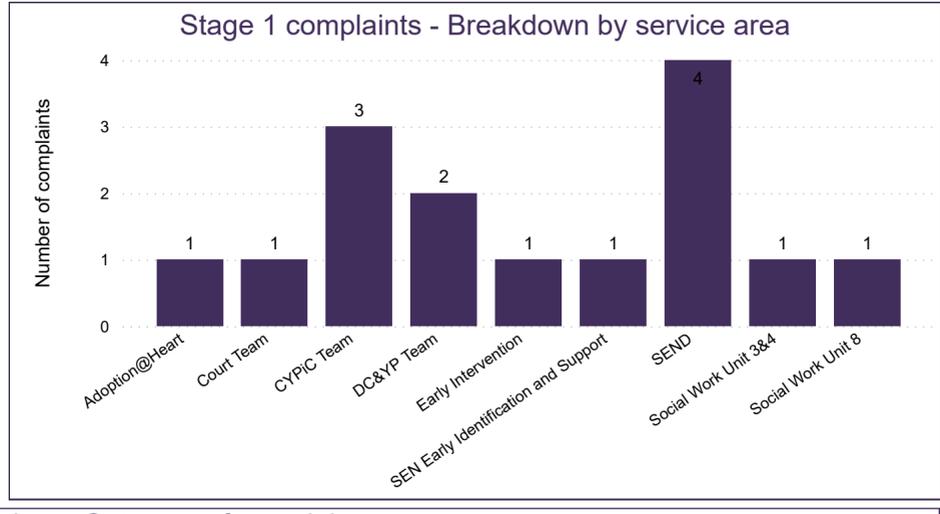
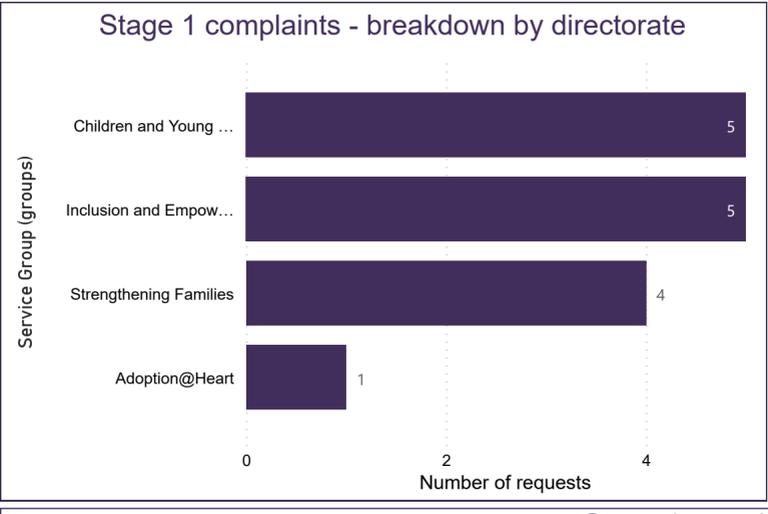
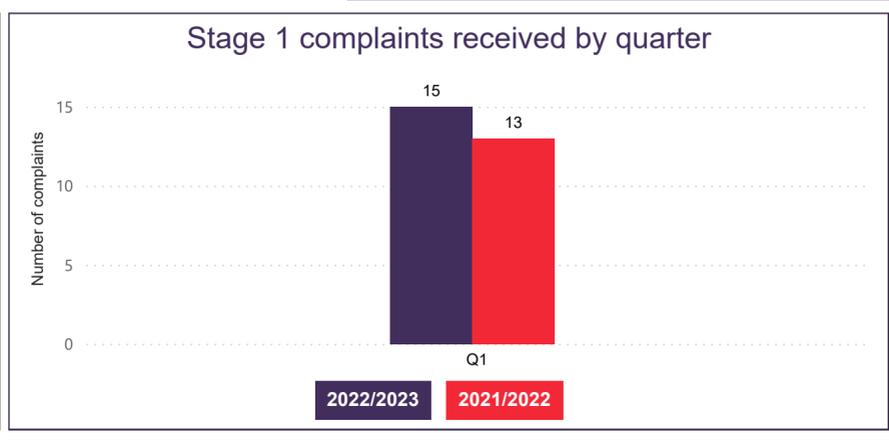
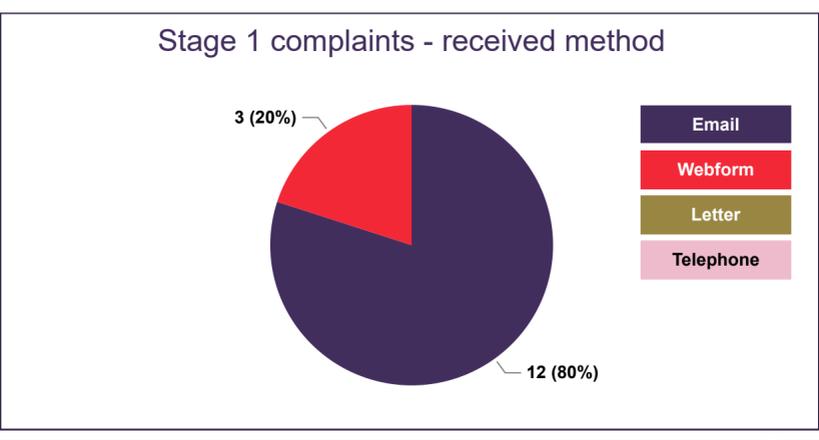
**Comparison to previous year**

2022/2023: 15

2021/2022: 13

Difference: **2**

In comparison to 2021/2022 an increase has been seen in the number of stage 1 complaints received



**Stage 2 Complaints**

**2**

Stage 2 complaints received

**0**

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

**2**

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

**0**

Stage 2 complaints upheld (council is at fault)

Corporate complaints procedure: **1**

Statutory complaints procedure: **1**

**Comparison to previous year**

2022/2023: 2

2021/2022: 1

Difference: **1**

In comparison to 2021/2022 an increase has been seen in the number of stage 2 complaints received

**Stage 2 complaints received by quarter**

Year	Number of complaints
2022/2023	2
2021/2022	1

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

Informal complaints received

**17**

Compliments received

**35**

**Stage 3 complaints received**

Corporate complaints procedure: **0**

Statutory complaints procedure: **0**

**Comparison to previous year**

2022/2023: 0

2021/2022: 0

Difference: **0**

In comparison to 2021/2022 no change has been seen in the number of stage 3 complaints received.

**Select a service:**

Adults
Children's
Corporate
Public Health

**Select a year:**

2019/2020
2020/2021
2021/2022
2022/2023

**Select a quarter:**

Q1
Q2
Q3
Q4

**Stage 1 Complaints**

9

Stage 1 complaints received

2

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

6

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

1

Stage 1 complaints upheld (council is at fault)

Corporate complaints procedure

6

Complaints received

20

Average response days (calendar days)

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Statutory complaints procedure

3

Complaints received

21

Average response days (working days)

Comparison to previous year

2022/2023

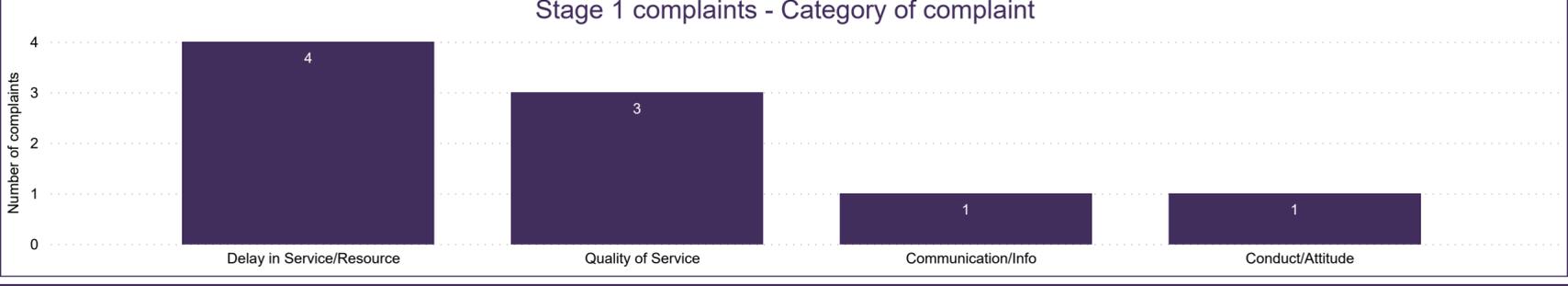
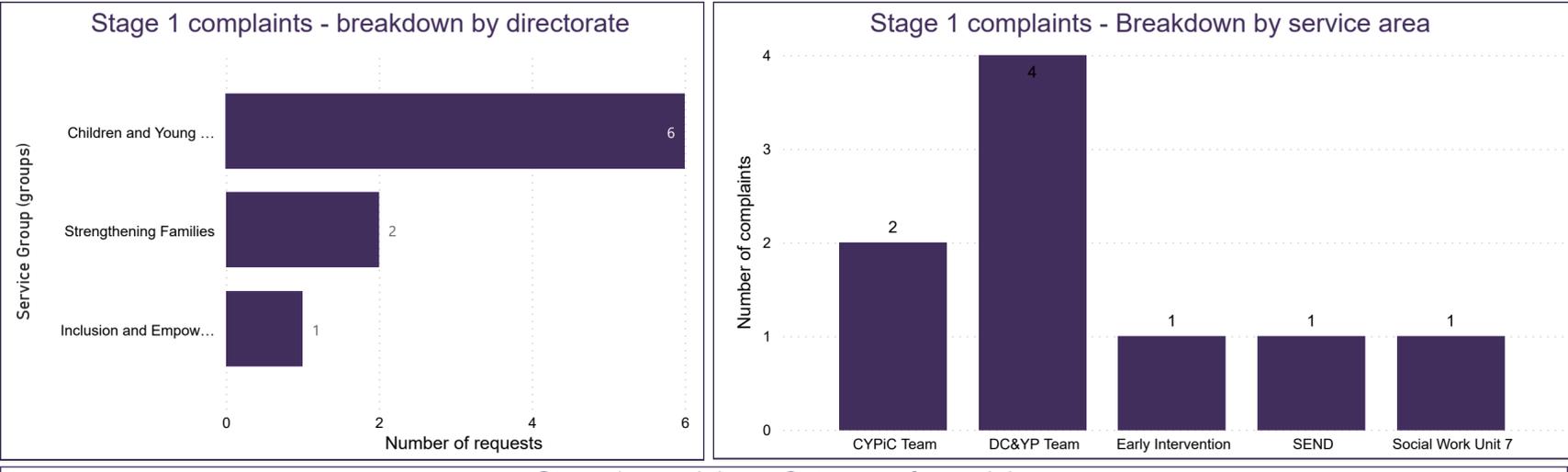
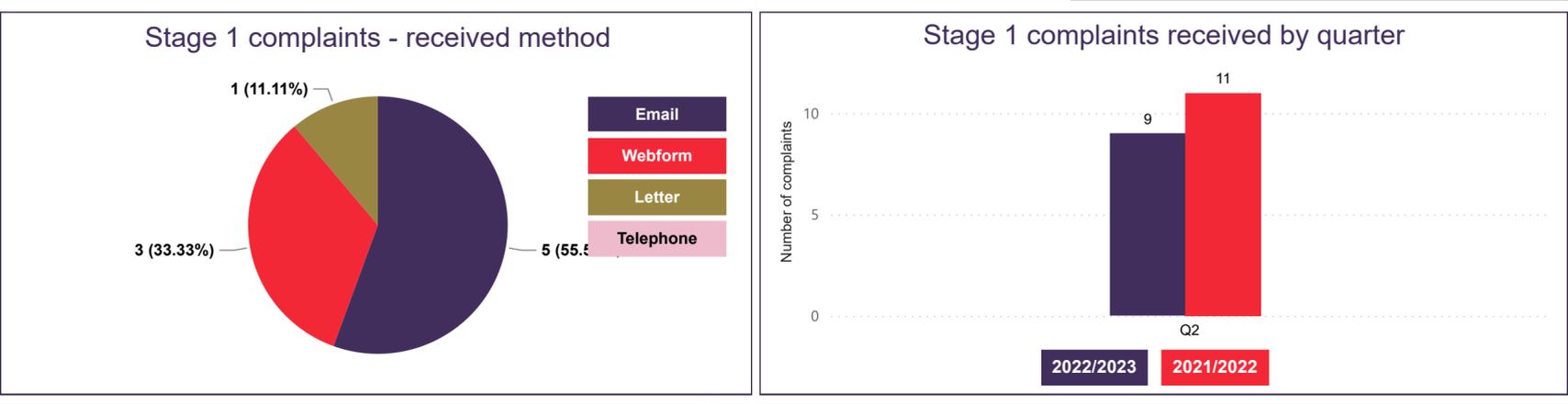
9

2021/2022

11

Difference: -2

In comparison to 2021/2022 a decrease 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)

Corporate complaints procedure

0

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Statutory complaints procedure

1

Comparison to previous year

2022/2023

1

2021/2022

5

Difference: -4

In comparison to 2021/2022 a decrease has been seen in the number of stage 2 complaints received

Stage 2 complaints received by quarter

Year	Q2
2022/2023	1
2021/2022	5

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

Informal complaints received

17

Compliments received

19

Stage 3 complaints received

0

Corporate complaints procedure

0

Statutory complaints procedure

Comparison to previous year

2022/2023

0

2021/2022

0

Difference: 0

In comparison to 2021/2022 no change has been seen in the number of stage 3 complaints received.

**Select a service:**

Adults | Children's | Corporate | Public Health

**Select a year:**

2019/2020 | 2020/2021 | 2021/2022 | **2022/2023**

**Select a quarter:**

Q1 | Q2 | Q3 | Q4

**Stage 1 Complaints**

<p><b>7</b></p> <p>Stage 1 complaints received</p>	<p><b>2</b></p> <p>Stage 1 complaints not upheld (council is not at fault)</p>	<p><b>0</b></p> <p>Stage 1 complaints part upheld (council is partly at fault)</p>	<p><b>5</b></p> <p>Stage 1 complaints upheld (council is at fault)</p>
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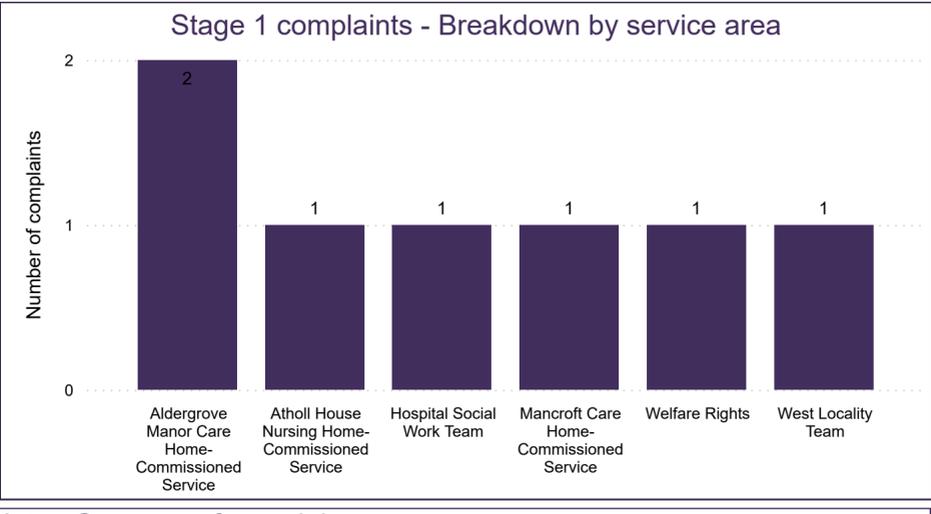
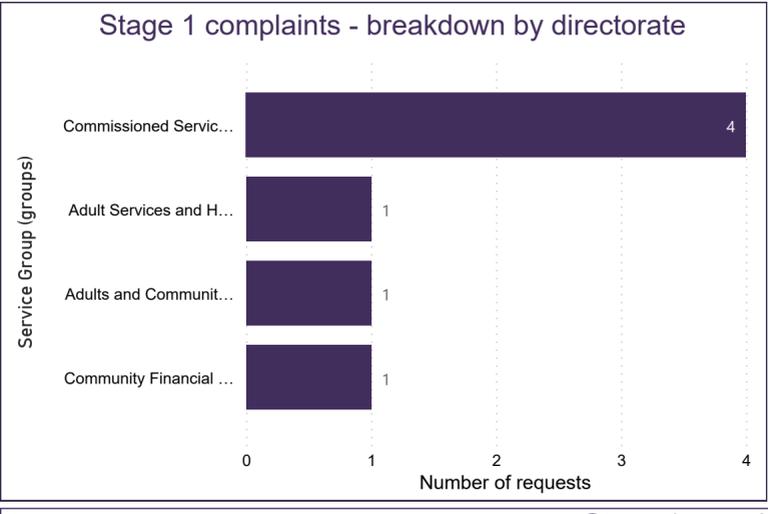
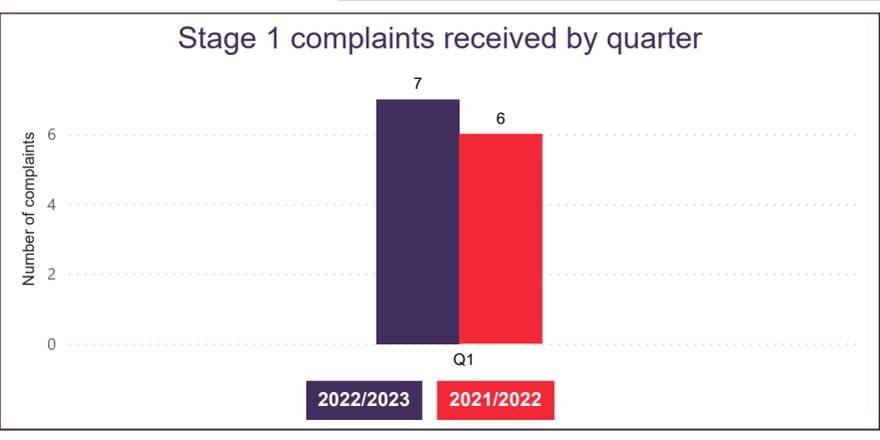
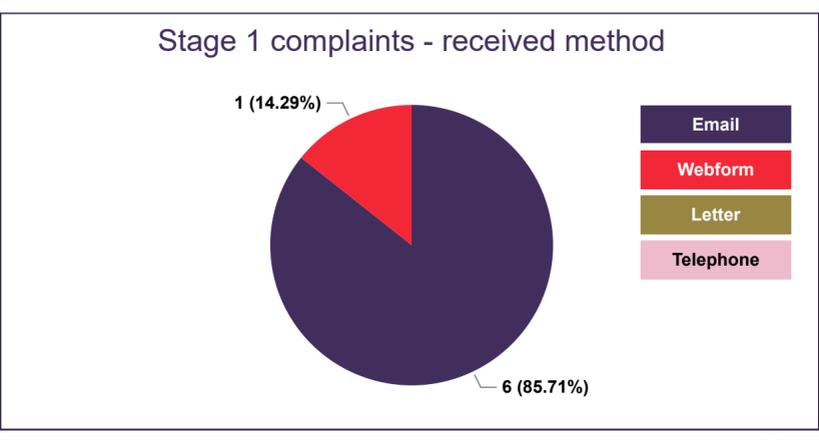
Corporate complaints procedure	
<b>1</b>	<b>54</b>
Complaints received	Average response days (calendar days)
Statutory complaints procedure	
<b>6</b>	<b>17</b>
Complaints received	Average response days (working days)

**Comparison to previous year**

<b>2022/2023</b>	<b>7</b>
<b>2021/2022</b>	<b>6</b>

Difference: **1**

In comparison to 2021/2022 an increase has been seen in the number of stage 1 complaints received



**Stage 2 Complaints**

<p><b>0</b></p> <p>Stage 2 complaints received</p>	<p><b>0</b></p> <p>Stage 2 complaints not upheld (council is not at fault)</p>	<p><b>0</b></p> <p>Stage 2 complaints part upheld (council is partly at fault)</p>	<p><b>0</b></p> <p>Stage 2 complaints upheld (council is at fault)</p>
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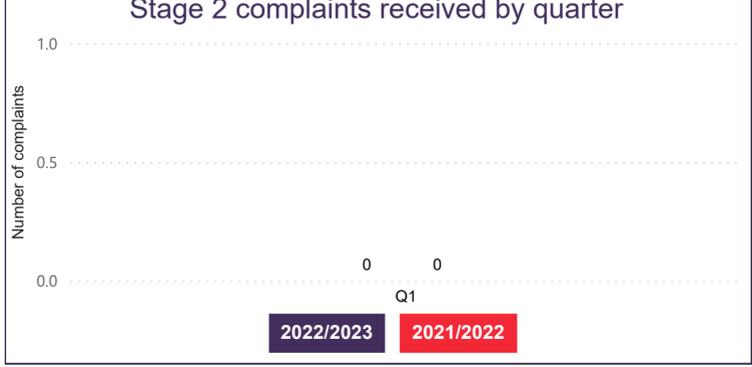
Corporate complaints procedure	
<b>0</b>	<b>0</b>
Complaints received	Average response days (calendar days)
Statutory complaints procedure	
<b>0</b>	<b>0</b>
Complaints received	Average response days (working days)

**Comparison to previous year**

<b>2022/2023</b>	<b>0</b>
<b>2021/2022</b>	<b>0</b>

Difference: **0**

In comparison to 2021/2022 no change has been seen in the number of stage 2 complaints received



**Compliments and Informal Complaints**

**Informal complaints received**

**16**

**Compliments received**

**120**

**Select a service:**

Adults | Children's | Corporate | Public Health

**Select a year:**

2019/2020 | 2020/2021 | 2021/2022 | **2022/2023**

**Select a quarter:**

Q1 | **Q2** | Q3 | Q4

**Stage 1 Complaints**

<b>4</b> Stage 1 complaints received	<b>1</b> Stage 1 complaints not upheld (council is not at fault)	<b>3</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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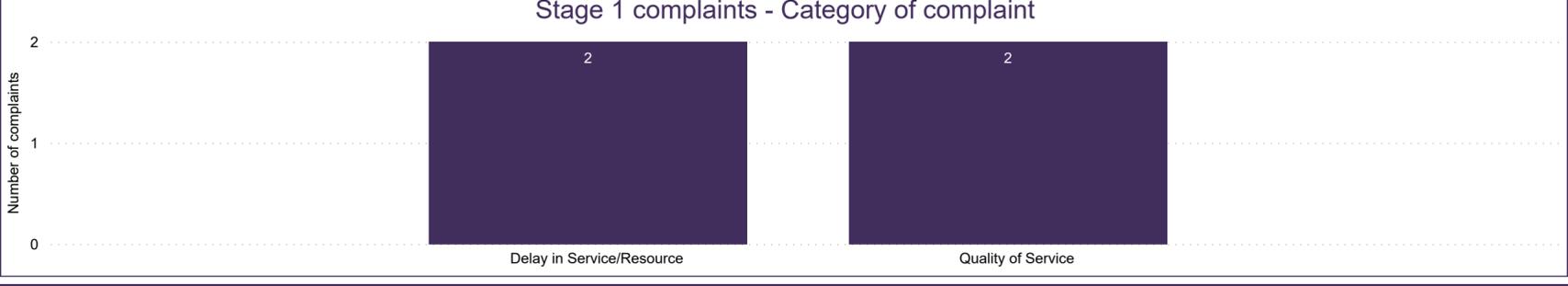
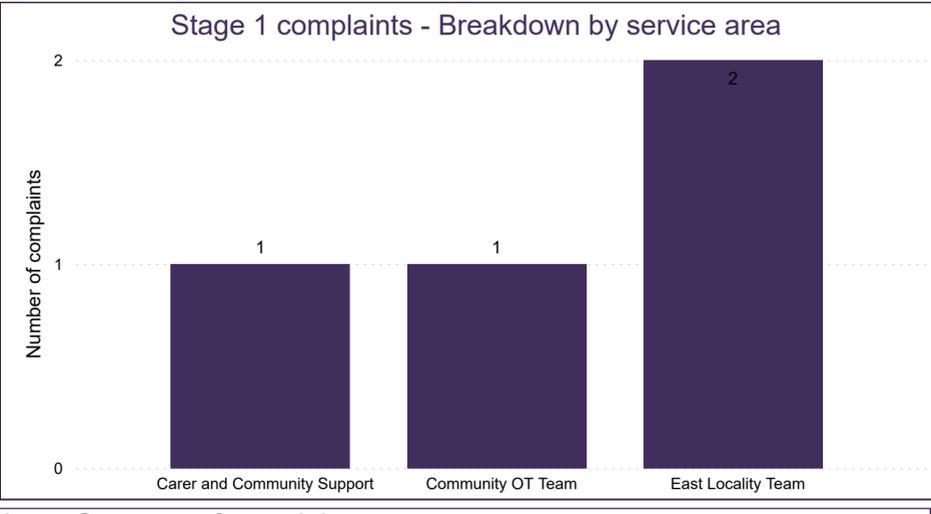
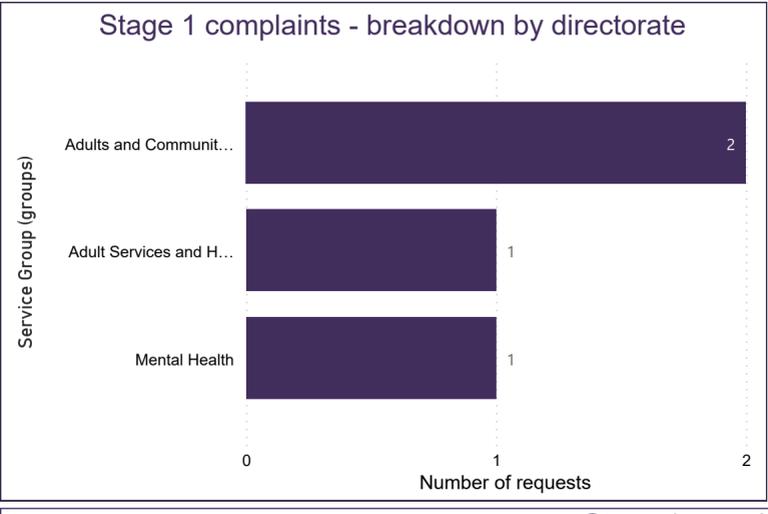
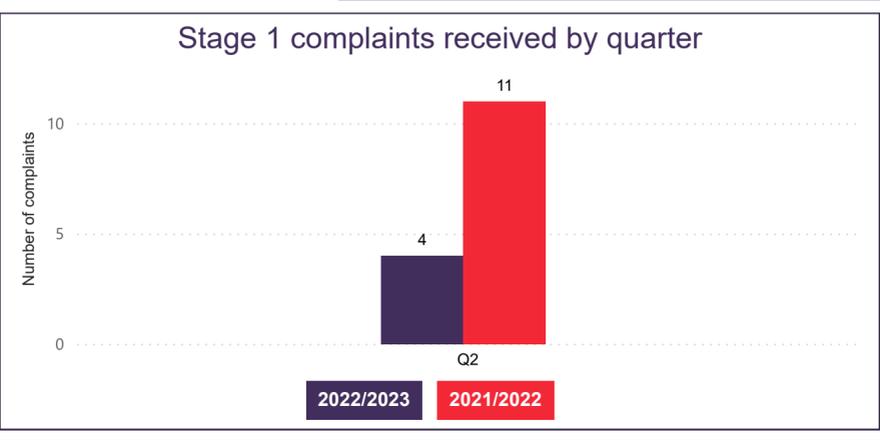
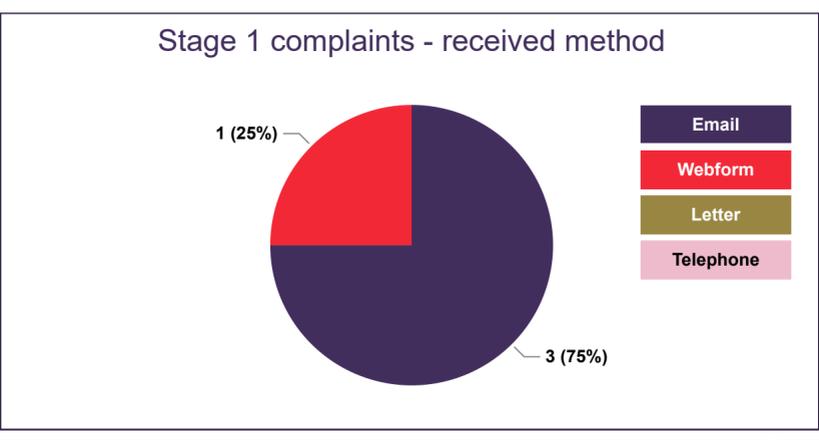
Corporate complaints procedure	
<b>1</b> Complaints received	<b>82</b> Average response days (calendar days)
Statutory complaints procedure	
<b>3</b> Complaints received	<b>26</b> Average response days (working days)

**Comparison to previous year**

2022/2023	4
2021/2022	11

Difference: **-7**

In comparison to 2021/2022 a decrease 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**

2022/2023	0
2021/2022	1

Difference: **-1**

In comparison to 2021/2022 a decrease has been seen in the number of stage 2 complaints received



**Compliments and Informal Complaints**

**Informal complaints received**

**17**

**Compliments received**

**133**

**Select a service:**

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

**Select a year:**

2019/2020 | 2020/2021 | 2021/2022 | **2022/2023**

**Select a quarter:**

**Q1** | Q2 | Q3 | Q4

**Stage 1 Complaints**

<b>1</b> Stage 1 complaints received	<b>0</b> Stage 1 complaints not upheld (council is not at fault)	<b>1</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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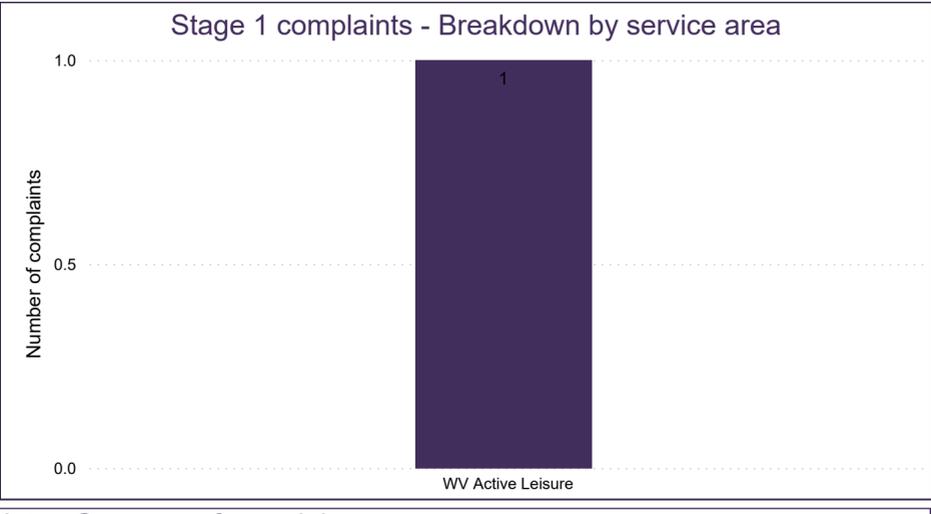
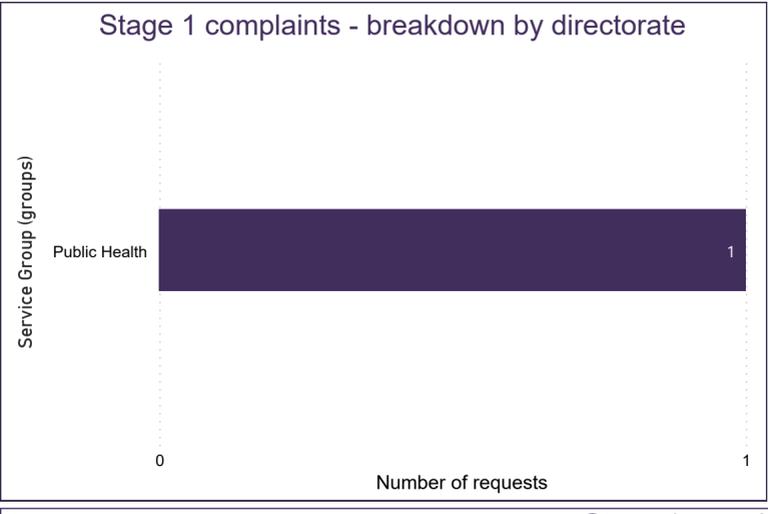
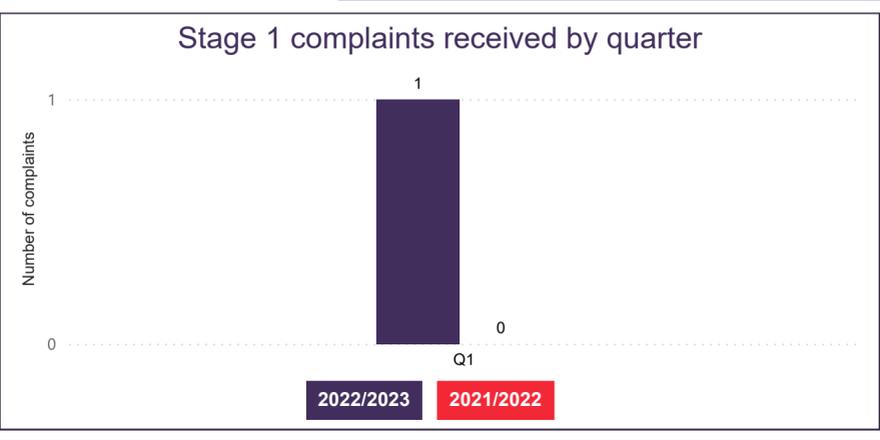
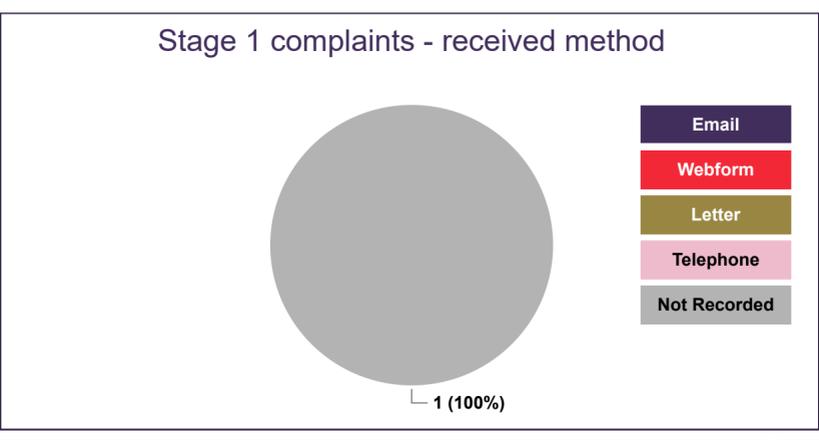
Corporate complaints procedure	
<b>1</b> Complaints received	<b>21</b> Average response days (calendar days)
<hr/>	
Statutory complaints procedure	
<b>0</b> Complaints received	<b>0</b> Average response days (working days)

**Comparison to previous year**

2022/2023	1
2021/2022	

Difference: **1**

In comparison to 2021/2022 an increase 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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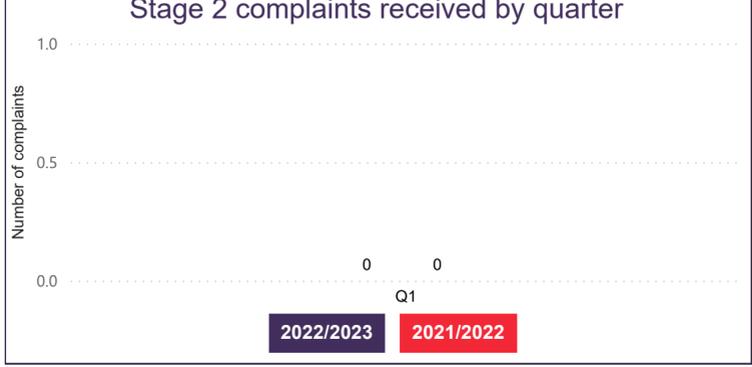
Corporate complaints procedure	
<b>0</b> Complaints received	
<hr/>	
Statutory complaints procedure	
<b>0</b> Complaints received	

**Comparison to previous year**

2022/2023	
2021/2022	

Difference: **0**

In comparison to 2021/2022 no change has been seen in the number of stage 2 complaints received



**Compliments and Informal Complaints**

**Informal complaints received**

**2**

**Compliments received**

**Select a service:**

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

**Select a year:**

2019/2020 | 2020/2021 | 2021/2022 | **2022/2023**

**Select a quarter:**

Q1 | **Q2** | Q3 | Q4

**Stage 1 Complaints**

**0**

Stage 1 complaints received

**0**

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

**0**

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

**0**

Stage 1 complaints upheld (council is at fault)

Corporate complaints procedure

**0** | **0**

Complaints received | Average response days (calendar days)

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Statutory complaints procedure

**0** | **0**

Complaints received | Average response days (working days)

Comparison to previous year

**2022/2023**

**2021/2022**

Difference: **0**

In comparison to 2021/2022 no change has been seen in the number of stage 1 complaints received

Stage 1 complaints - received method

- Email**
- Webform**
- Letter**
- Telephone**

Stage 1 complaints received by quarter

Year	Q2
2022/2023	0
2021/2022	0

Stage 1 complaints - breakdown by directorate

Service Group (groups)

Number of requests

Stage 1 complaints - Breakdown by service area

Number of complaints

Stage 1 complaints - Category of complaint

Number of complaints

**Stage 2 Complaints**

**0**

Stage 2 complaints received

**0**

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

**0**

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

**0**

Stage 2 complaints upheld (council is at fault)

Corporate complaints procedure

**0**

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Statutory complaints procedure

**0**

Comparison to previous year

**2022/2023**

**2021/2022**

Difference: **0**

In comparison to 2021/2022 no change has been seen in the number of stage 2 complaints received

Stage 2 complaints received by quarter

Year	Q2
2022/2023	0
2021/2022	0

**Compliments and Informal Complaints**

Informal complaints received

**1**

Compliments received