

Select a service:

Adults
Children's
Corporate
Public Health

Select a year:

2021/2022
2022/2023
2023/2024

Select a quarter:

Q1
Q2
Q3
Q4

Stage 1 Complaints

41

Stage 1 complaints received

14

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

21

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

6

Stage 1 complaints upheld (council is at fault)

29

Corporate complaints procedure

22

Average response days (calendar days)

12

Statutory complaints procedure

14

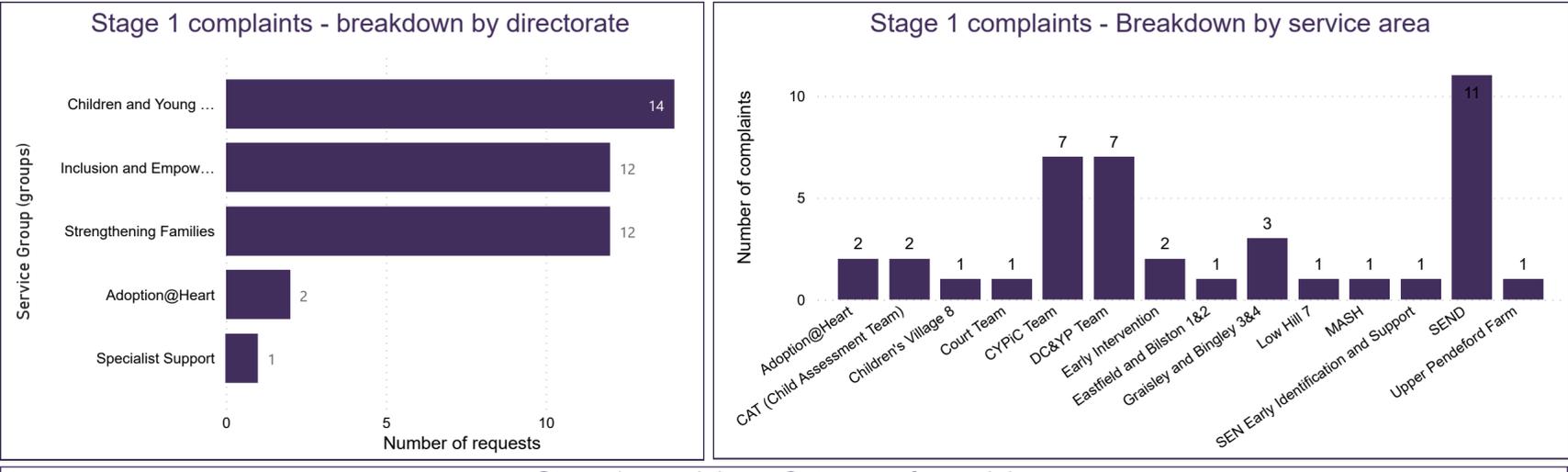
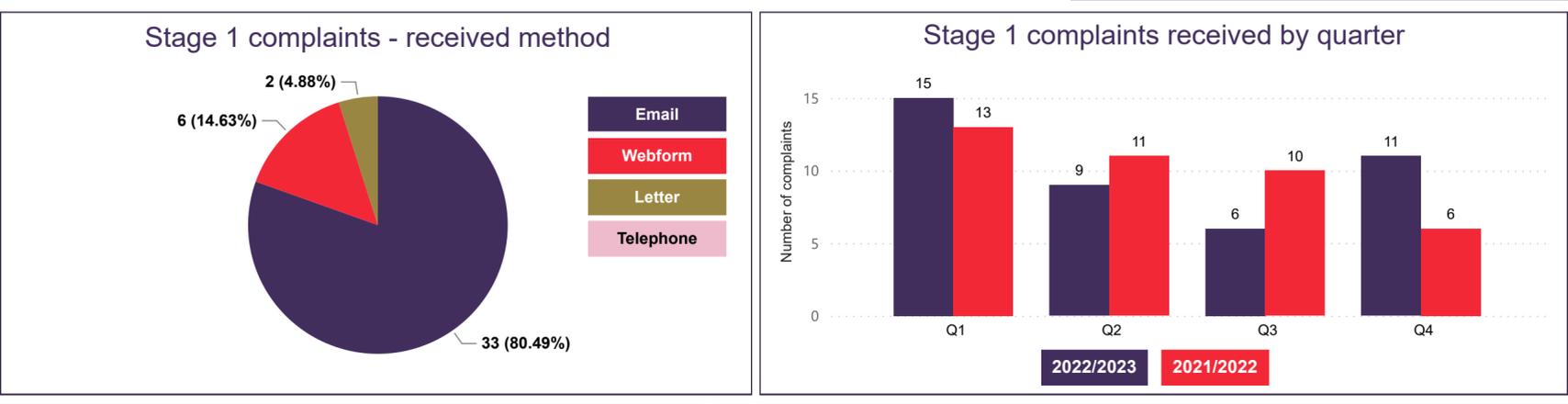
Average response days (working days)

Comparison to previous year

2022/2023	41
2021/2022	40

Difference: 1

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



Stage 2 Complaints

6

Stage 2 complaints received

0

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

5

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

1

Stage 2 complaints upheld (council is at fault)

2

Corporate complaints procedure

4

Statutory complaints procedure

Comparison to previous year

2022/2023	6
2021/2022	9

Difference: -3

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

Stage 2 complaints received by quarter

Compliments, Informal Complaints and Stage 3 Complaints

Informal complaints received

91

Compliments received

90

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:

2021/2022 | 2022/2023 | 2023/2024

Select a quarter:

Q1 | Q2 | Q3 | Q4

Stage 1 Complaints

25 Stage 1 complaints received	9 Stage 1 complaints not upheld (council is not at fault)	9 Stage 1 complaints part upheld (council is partly at fault)	7 Stage 1 complaints upheld (council is at fault)
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Corporate complaints procedure

1 Complaints received | 54 Average response days (calendar days)

Statutory complaints procedure

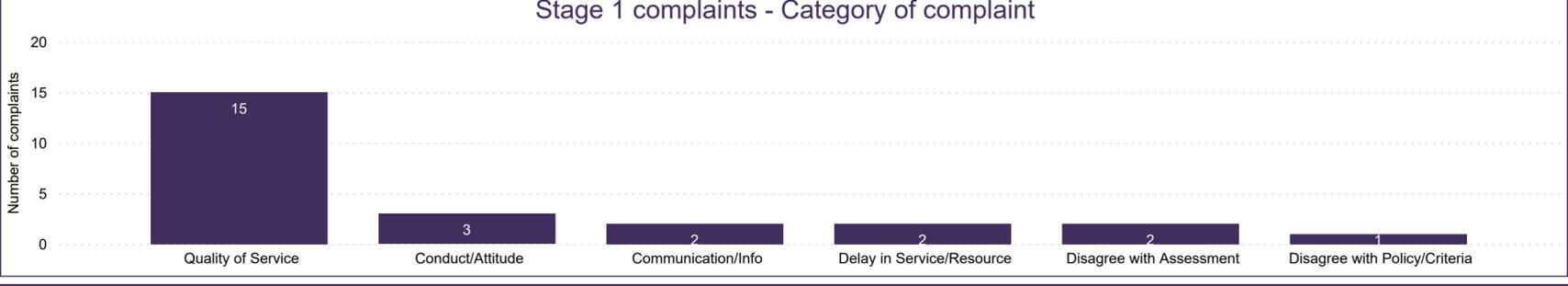
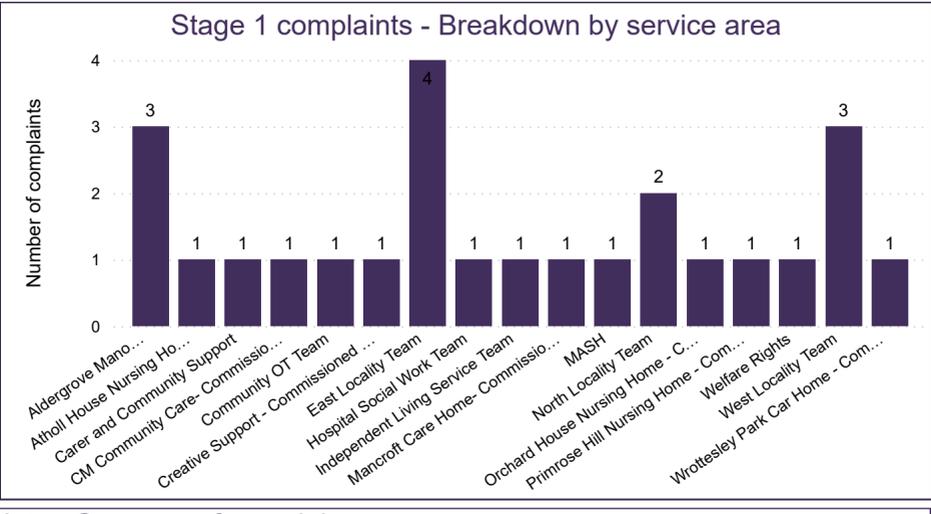
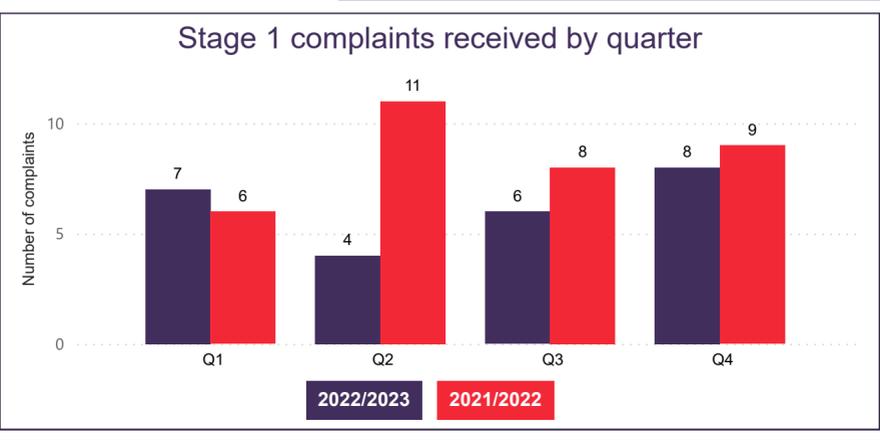
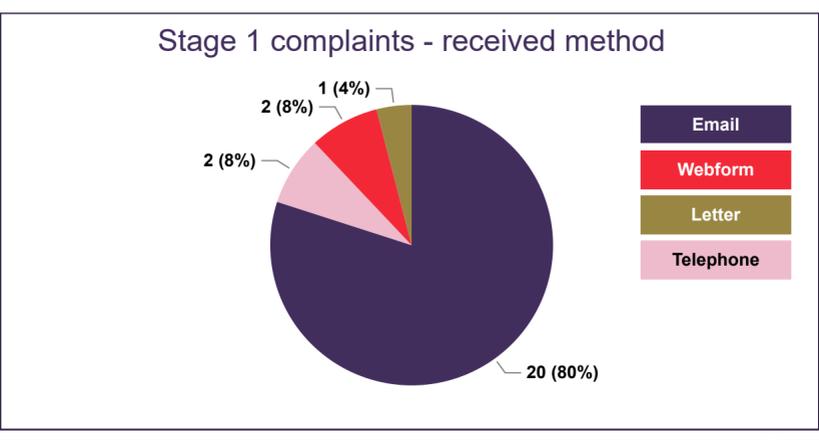
24 Complaints received | 16 Average response days (working days)

Comparison to previous year

2022/2023	25
2021/2022	34

Difference: -9

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



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)
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Corporate complaints procedure

0 Complaints received

Statutory complaints procedure

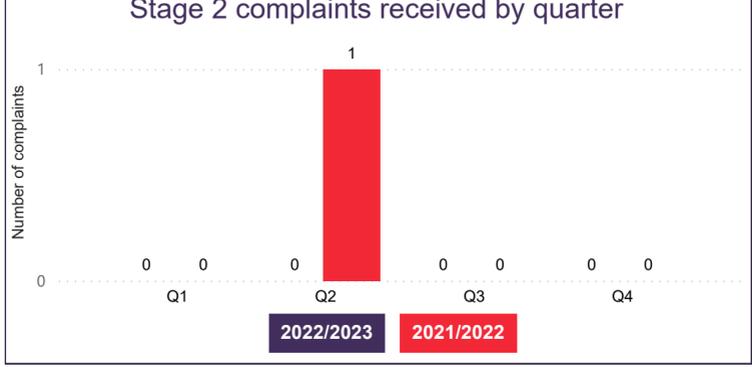
0 Complaints received

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

72

Compliments received

472

Select a service:

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

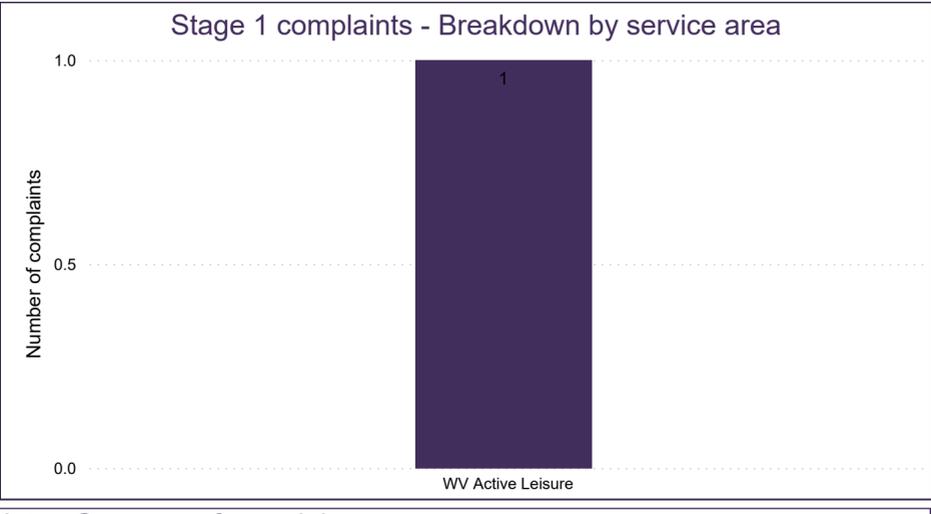
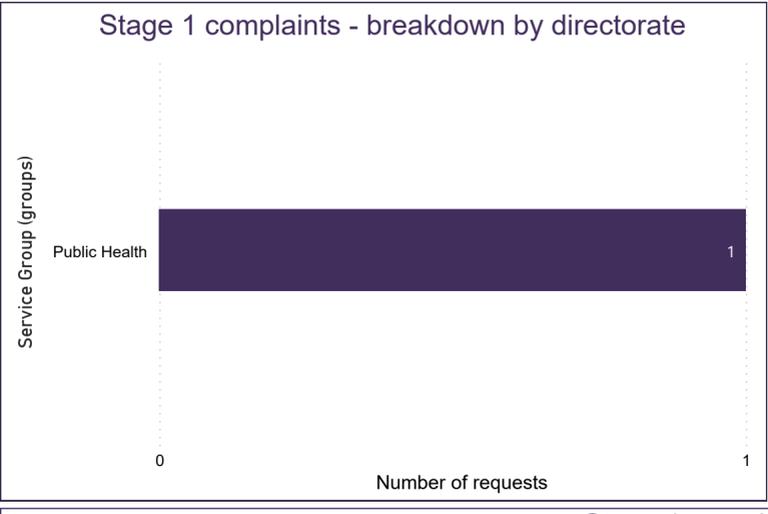
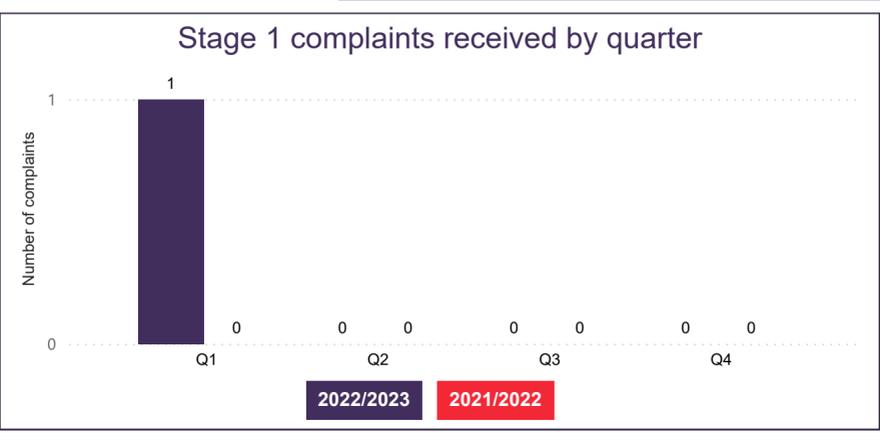
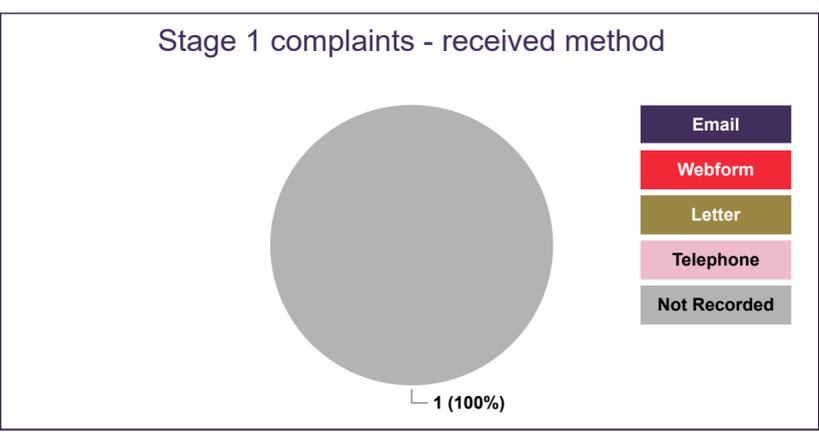
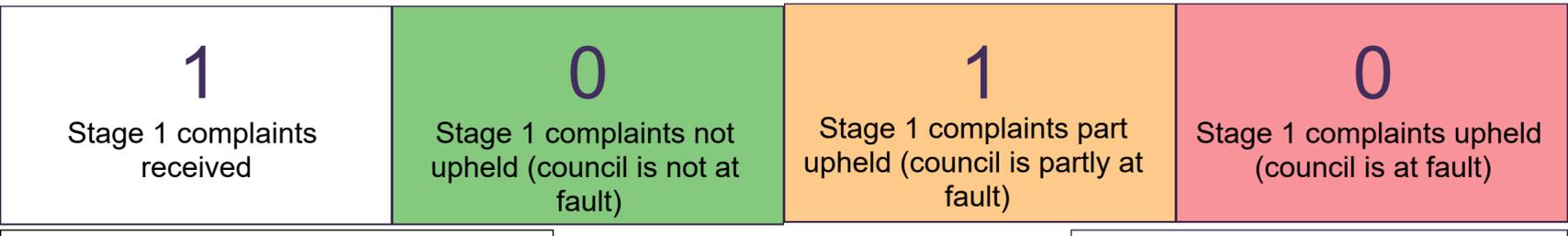
Select a year:

2021/2022 | **2022/2023** | 2023/2024

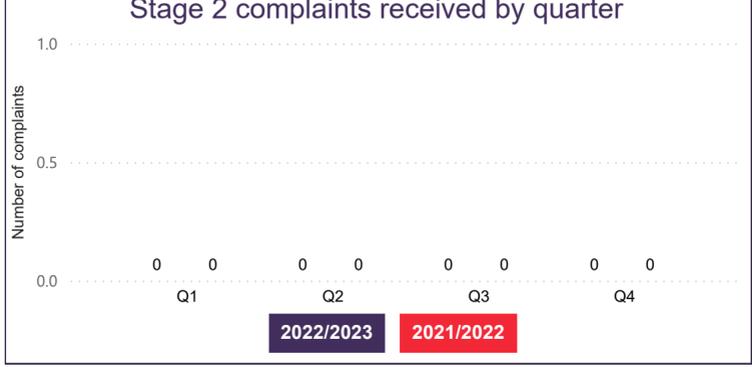
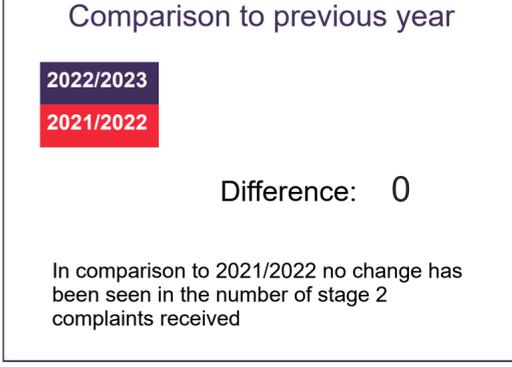
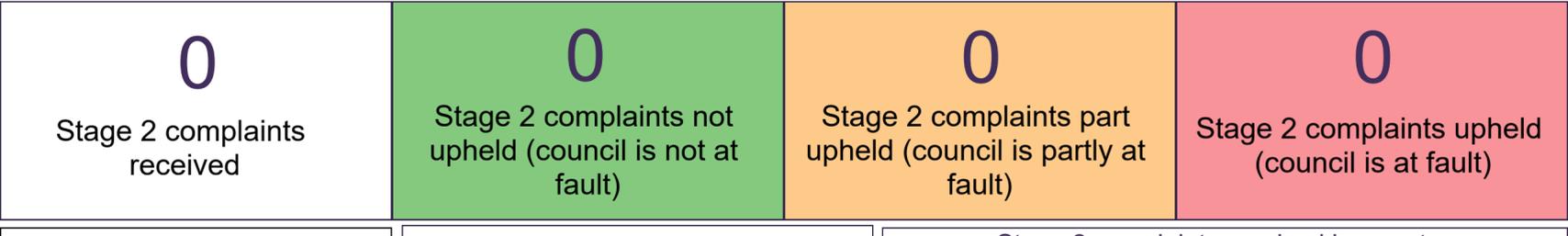
Select a quarter:

Q1 | Q2 | Q3 | Q4

Stage 1 Complaints



Stage 2 Complaints



Compliments and Informal Complaints



Select a service:



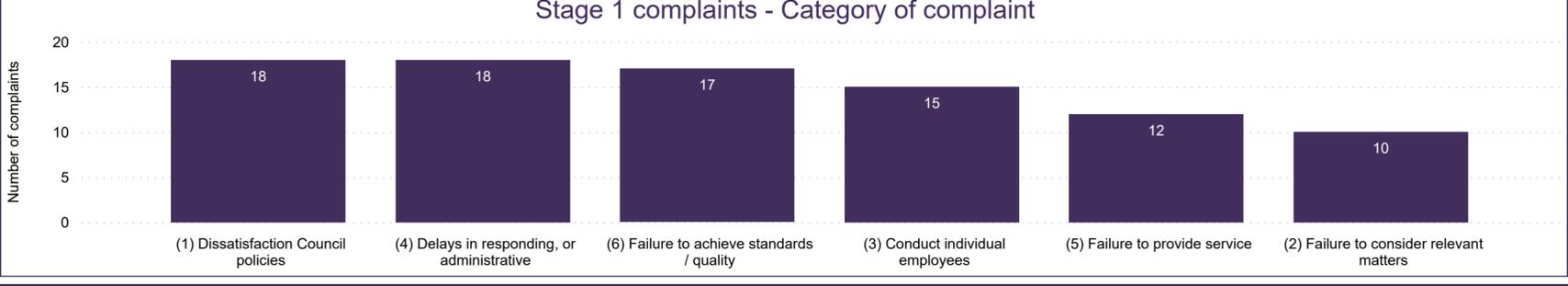
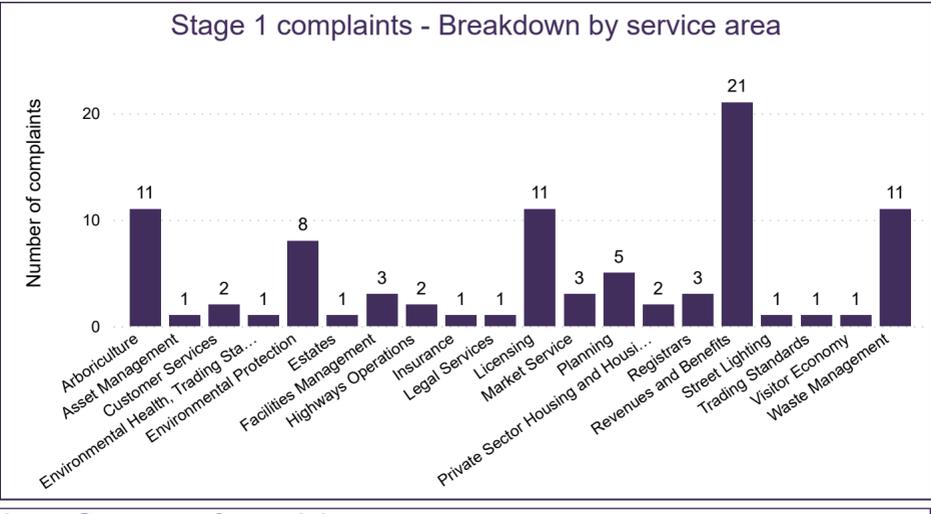
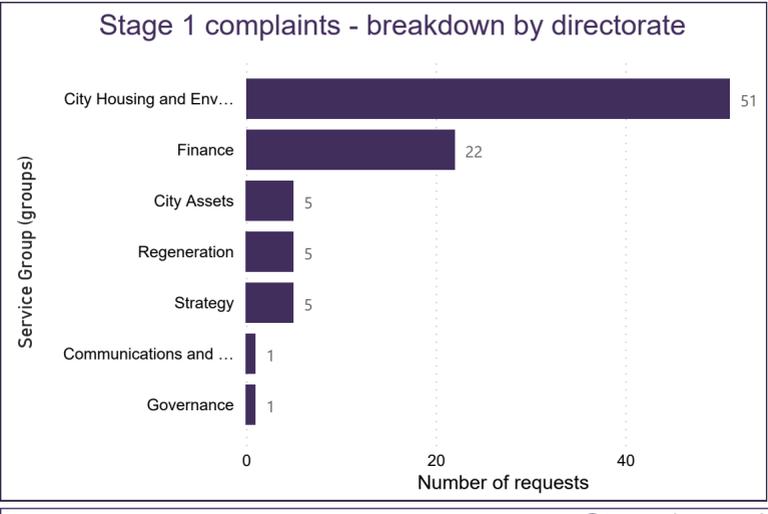
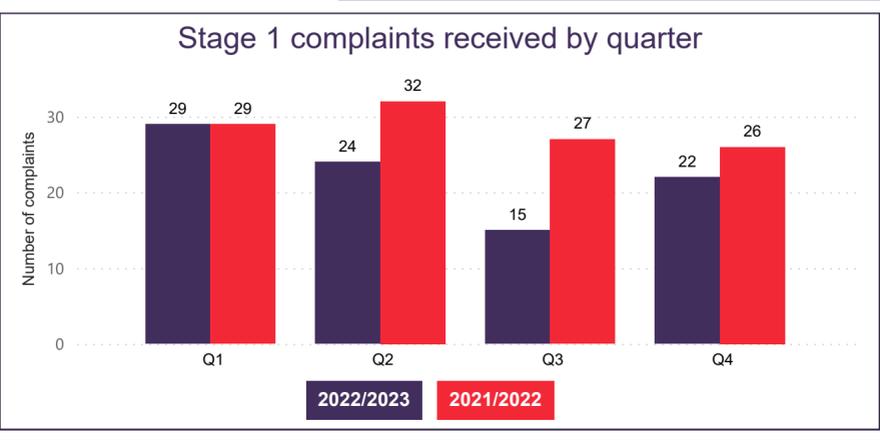
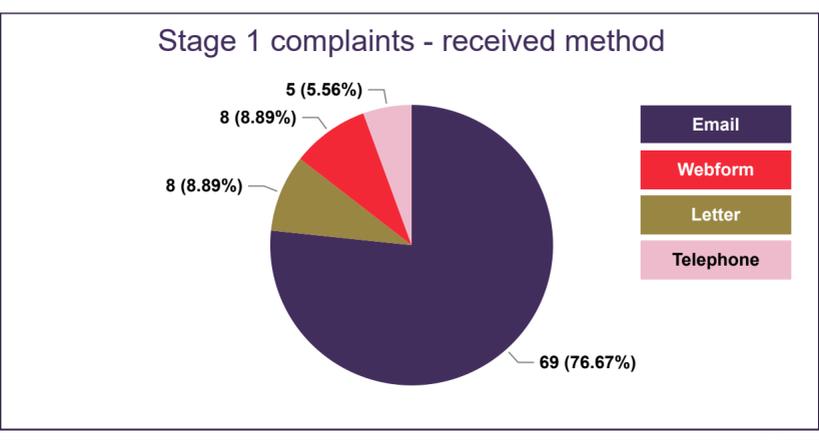
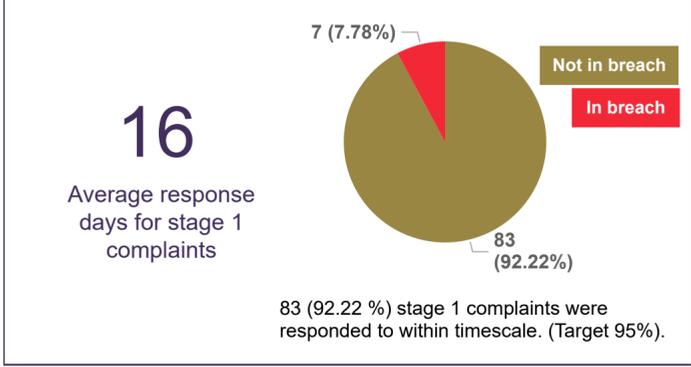
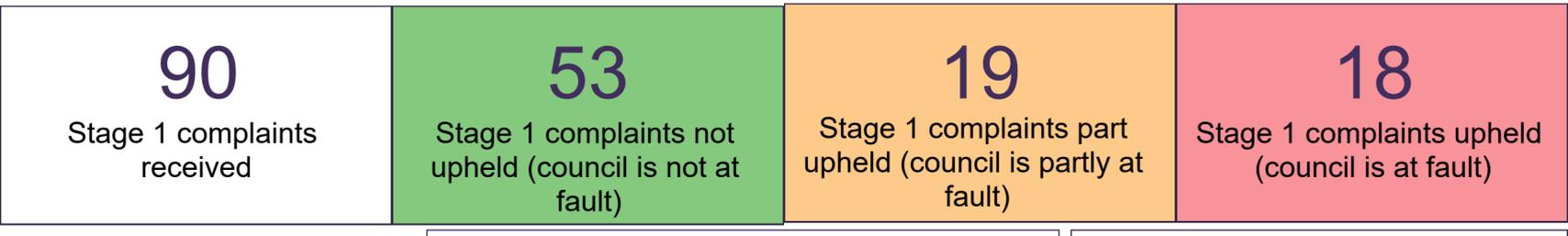
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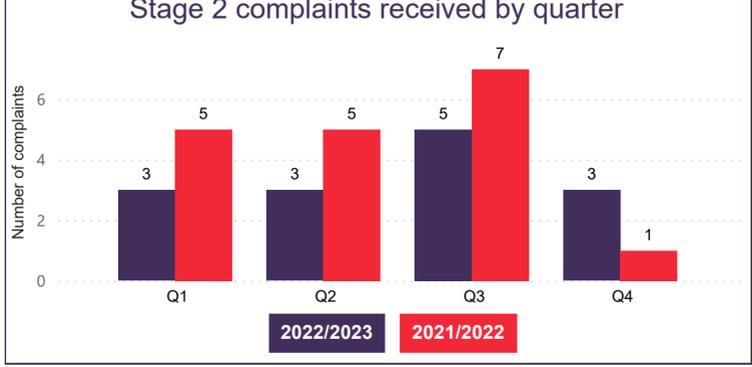
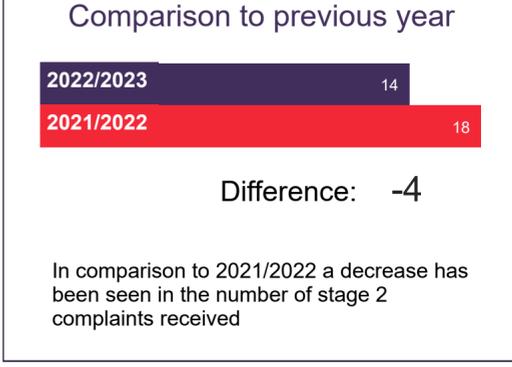
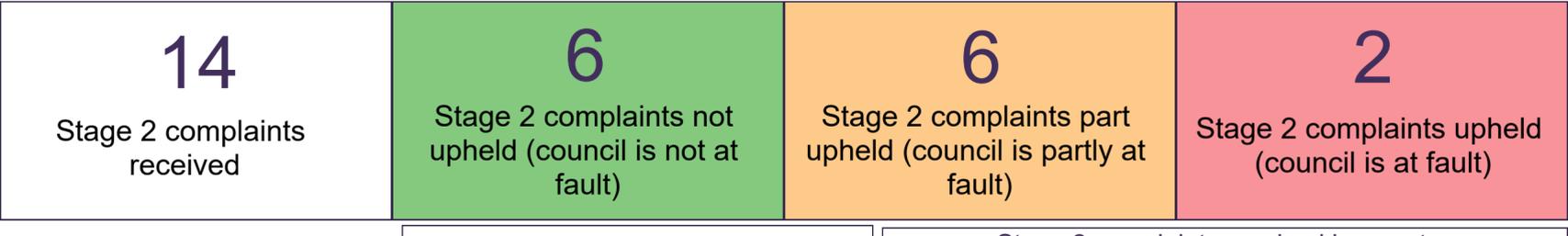
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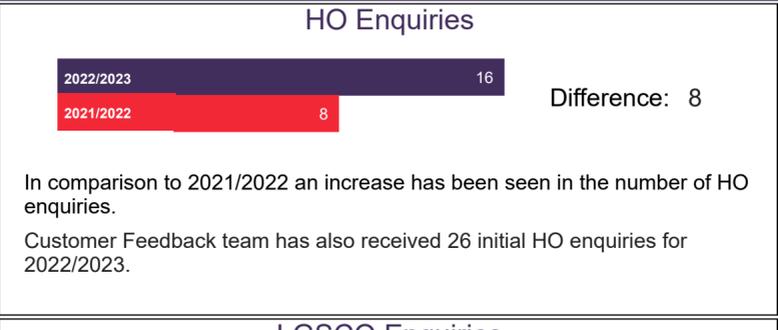
Stage 1 Complaints



Stage 2 Complaints



Compliments, Service Requests, HO and LGSCO Enquiries



Complaint details	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
<p>Adult Services Mental Health Team received one complaint in relation to service and support received in supporting living accommodation and interruptions to schedule causing stress and anxiety</p>	<p>Outcome upheld, fault and injustice;</p> <ul style="list-style-type: none"> Provide a written apology to complainant which acknowledges the quality of support received due to staff absence was not to standard. Pay £300 to acknowledge the impact on the support received 	<ul style="list-style-type: none"> Apology sent to complainant Payment of £300 issued to complainant <p>Note: Staff absences were due to Covid 19 impact and staff isolating in accordance with national guidelines</p>
<p>Adult Services and Health Partnership and Commissioned Services received one complaint in relation to respite care received by care home</p>	<p>Outcome not upheld, no maladministration;</p>	<p>N/A</p>
<p>Finance received one complaint in relation to tenants' applications for housing benefit</p>	<p>Outcome upheld, fault and injustice;</p> <ul style="list-style-type: none"> Appeals to be passed to Tribunal without delay (within 4wks) 	<ul style="list-style-type: none"> Appeals staff informed of implications Appeals to be submitted within four weeks Direction from the Tribunal should be requested if we considered that further evidence was required

Complaint details	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
<p>City Housing and Environment received one complaint in relation to council's delays in dealing with private hire vehicle driver's licence</p>	<p>Outcome upheld: no further action; LGSCO has confirmed that the council had already remedied –</p> <ul style="list-style-type: none"> No investigation by LGSCO 	<ul style="list-style-type: none"> Timescales for replying to licencing application reviewed by the service to ensure further delays not incurred
<p>Children's Services received one complaint in relation to failure to issue an amended Education Health and Care plan within the required time limit;</p> <p>LGSCO satisfied with how the service shares amended EHC plans following tribunal</p>	<p>Outcome, upheld, fault and injustice;</p> <ul style="list-style-type: none"> Apologise to complainant for delays and poor communication Review how the service monitors and arranges social care assessments for disabled children to ensure it completes these within a reasonable period of time. Pay £250 to recognise the delays 	<ul style="list-style-type: none"> Service reviewed the arrangement of social care assessment for disabled children Apology and payment of £250 issued to complainant
<p>Adult Services received one complaint in relation to safeguarding enquiry at care home/care provider</p>	<p>Outcome upheld fault and injustice;</p> <ul style="list-style-type: none"> the Council will remind the care provider about the importance of raising safeguarding alerts immediately and keeping a record of safeguarding referrals 	<ul style="list-style-type: none"> Commissioning Team contacted the Provider who has confirmed that they will adhere to Safeguarding Policies and Procedures and raising safeguarding alerts immediately whilst keeping relevant record of all safeguarding referrals. The Provider will continue to liaise with Quality Assurance Lead in the Commissioning Team at the Council

Complaint details	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
<p>Wton Homes/City Housing and Environment received one complaint in relation to fault in its handling of an application to its housing allocations scheme, how it determined the priority banding on the scheme and how it has considered bids for properties</p>	<p>Outcome upheld, fault and injustice;</p> <ul style="list-style-type: none"> Provide a letter of apology to the complainant for the delay found in forwarding the request for a review of the council's decision on the medical priority 	<ul style="list-style-type: none"> Apology letter issued to the complainant in relation to the delays established in requesting a review of the decision
<p>Children's Services/Third party provider/agency received one complaint in relation to how the Council and its Agency dealt with his request for information and council/agency's complaint handling process and communication</p>	<p>Outcome upheld, fault and injustice;</p> <ul style="list-style-type: none"> Provide a letter of apology again in writing to the complainant for the distress caused by the delays and poor handling of their complaint 	<ul style="list-style-type: none"> Apology letter issued to the complainant for the distress caused by the delays and poor handling of complaint

Complaint details	Ombudsman Outcome/Requirement	Lessons/Action Timeframe
<p>City Housing and Environment received one complaint in relation how the council has managed noise complaint and about the Council's poor responses</p>	<p>Outcome upheld, fault and injustice;</p> <ul style="list-style-type: none"> • Provide a letter of apology to the complainant for the initial delay in dealing with her noise enquiry and lack of communication • Pay £150 to acknowledge the unnecessary time and trouble spent contacting the Council for a response 	<ul style="list-style-type: none"> • Apology letter issued to the complainant for the initial delay in dealing with the noise enquiry and lack of communication • Payment of £150 issued to the complainant for the time and trouble spend contacting the Council for a response
<p>Children's Services received one complaint about how the Council dealt with Education, Health and Care needs assessment and plan and about how the Council dealt with a carer assessment application</p>	<p>Outcome upheld, fault and injustice;</p> <ul style="list-style-type: none"> • Provide a letter of apology again to the complainant in recognition of the injustice caused by its delays in dealing with EHC needs assessment and with issuing final EHC Plan • Pay £500 in recognition of the loss of some provision as contained in the final EHC Plan due to the Council's delays and pay £250 to acknowledge the distress and avoidable time and trouble caused for chasing updates with the final EHC Plan • Carry out training or other means remind staff of the importance of adhering to the Council's complaint procedure / timescales at stage one of the complaints procedure • Produce an action plan to demonstrate how the Council will meet statutory timescales for EHC needs assessments and EHC Plans 	<ul style="list-style-type: none"> • Apology letter issued to the complainant for delays in dealing with EHC needs assessment and issuing the final EHC plan • Payment of £500 issued to complainant for loss of provision contained in the EHC Plan and £250 to acknowledge distress and time, trouble caused for chasing updates for the final EHC Plan • Officers reminded to carry out online children's and corporate complaint training via learning hub • Council has completed work relating to a Written Statement of Action; compliance is now at 70% for 2023 (above national average when compared to 2022) and our average compliance for the last 3 months is 83%. This is monitored every week with officers as business as usual