

The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

The Corporate Complaints Policy and Procedure sets out timescales in which we have to respond to a complaint; 10 working days for Stage 1 and 25 working days for Stage 2. Stage 3 (Adjudication and Review) also has a target; this is 30 working days.

The target to achieve for both Stage 1 and Stage 2 responses and is 95% to time.

The following performance figures relate to complaints under the process.

Information on the following pages show:

The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times

A graphic of Stage 1 and Stage 2 by topic showing those logged compared with those closed within time.

The method of contact by our customers

The complaint outcomes

The reasons for complaints

Stage 3 complaints and the outcome

Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2020 until March 2021

Performance for 2020/21 (in short) is therefore:

Stage 1 received	1587
Stage 1 percentage to time overall	77% (1215)
Percentage of Stage 2 escalation requests	20%

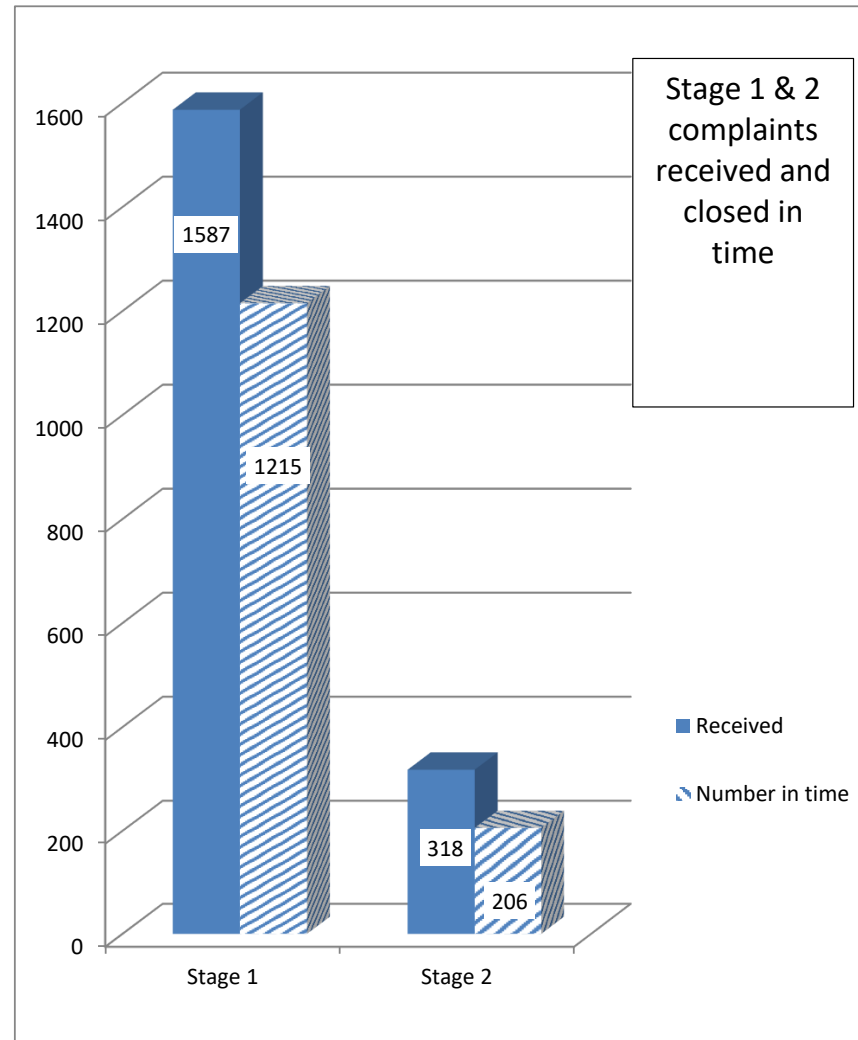
Stage 2 received	318
Stage 2 percentage to time overall	68% (216)
Percentage of Stage 3 escalation requests	2.5%

Stage 3 received	6
Stage 3 percentage to time overall	83% (5)
Stage 1 & Stage 2 cumulative % to time	75%

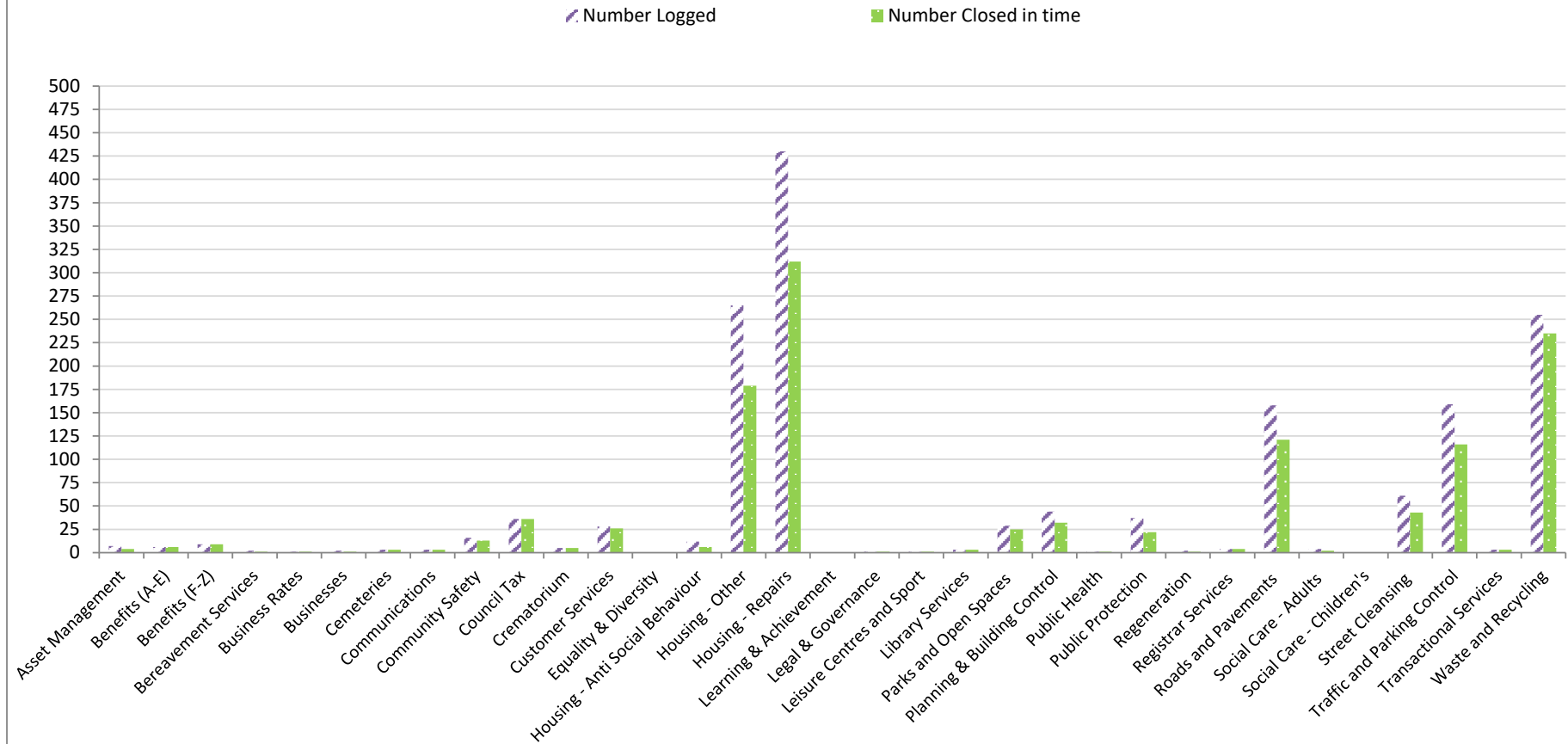
Corporate Complaints Year End Report 2020/21

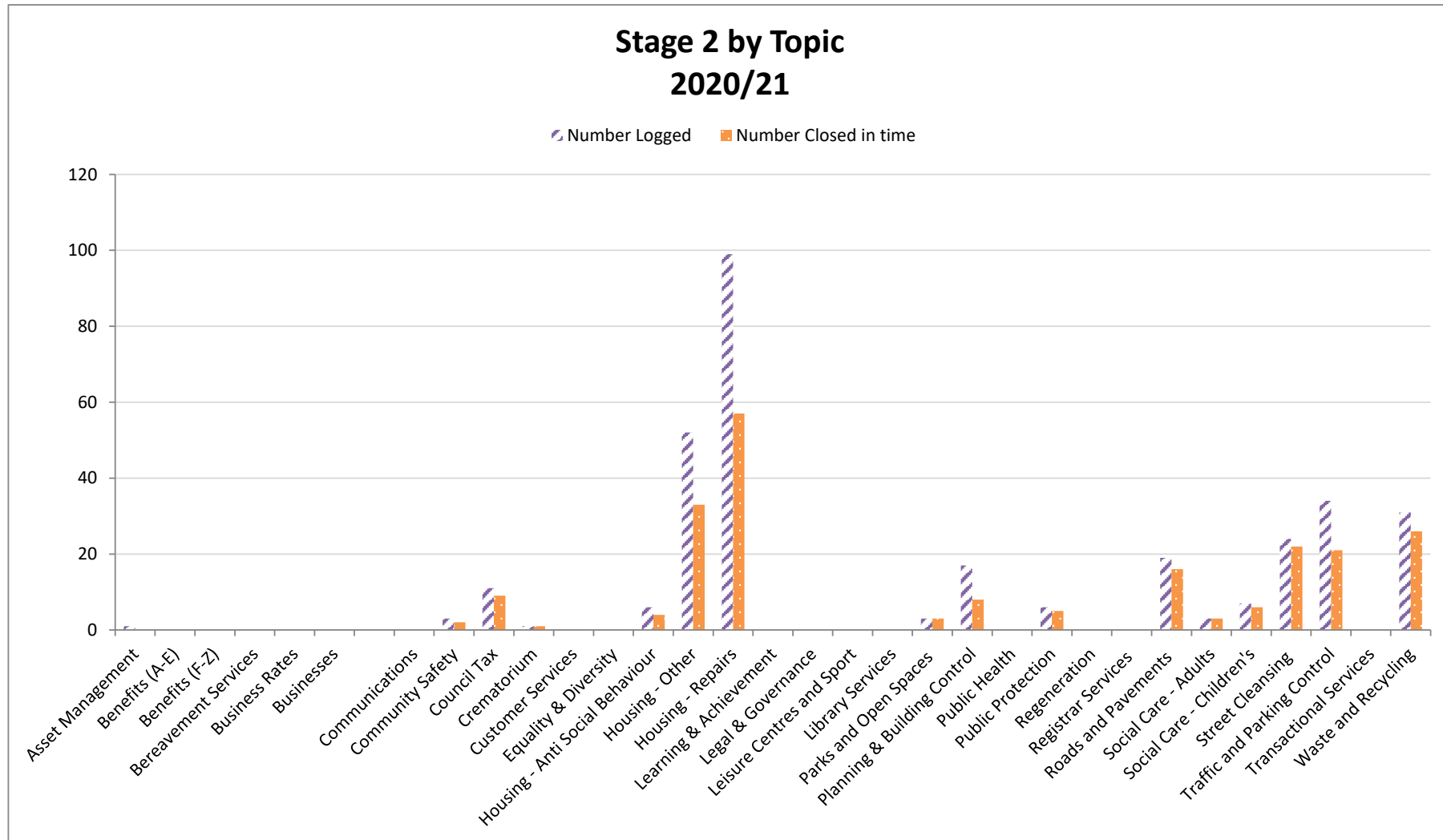
	Stage 1			Stage 2		
	Number Logged	Closed in time	% in time	Number Logged	Closed in time	% in time
Asset Management	7	4	57%	1	0	0%
Benefits (A-E)	6	6	100%			
Benefits (F-Z)	9	9	100%			
Bereavement Services	2	1	50%			
Business Rates	1	1	100%			
Businesses	2	1	50%			
Cemeteries	3	3	100%			
Communications (Inc Living Magazine)	3	3	100%			
Community Safety	16	13	81%	3	2	67%
Council Tax	36	36	100%	11	9	82%
Crematorium	5	5	100%	1	1	100%
Customer Services	28	26	93%			
Equality & Diversity						
Housing - Anti Social Behaviour	12	6	50%	6	4	67%
Housing - Other	265	179	68%	52	33	63%
Housing - Repairs	430	312	73%	99	57	58%
Learning & Achievement						
Legal & Governance	1	1	100%			
Leisure Centres and Sport	1	1	100%			
Library Services (Inc Having Museum)	3	3	100%			
Parks and Open Spaces (Inc allotments)	29	25	86%	3	3	100%
Planning & Building Control	44	32	73%	17	8	47%
Public Health	1	1	100%			
Public Protection (Inc Trading Standards, Environmental Health & Noise Nuisance)	37	22	59%	6	5	83%
Regeneration	3	1	33%			
Registrar Services (Inc Birth, Death and Marriages)	3	4	133%			
Roads and Pavements (Inc Street Lighting)	158	121	77%	19	16	84%
Social Care Adults	4	2	50%	3	3	100%
Social Care Children's				8	6	75%
Street Cleansing (Inc Trees)	61	43	70%	24	22	92%
Traffic and Parking Control	159	116	73%	34	21	62%
Transactional Services	3	3	100%			
Waste and Recycling	255	235	92%	31	26	84%
Total	1587	1215	77%	318	216	68%

Corporate Complaints Year End Report 2020/21

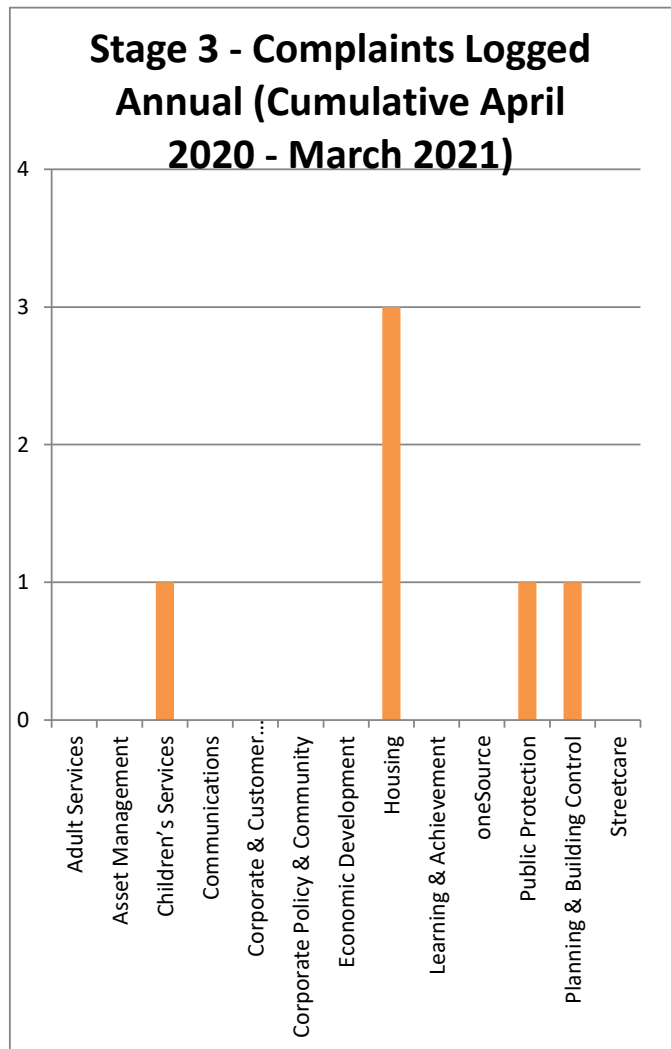


Stage 1 by Topic 2020/21

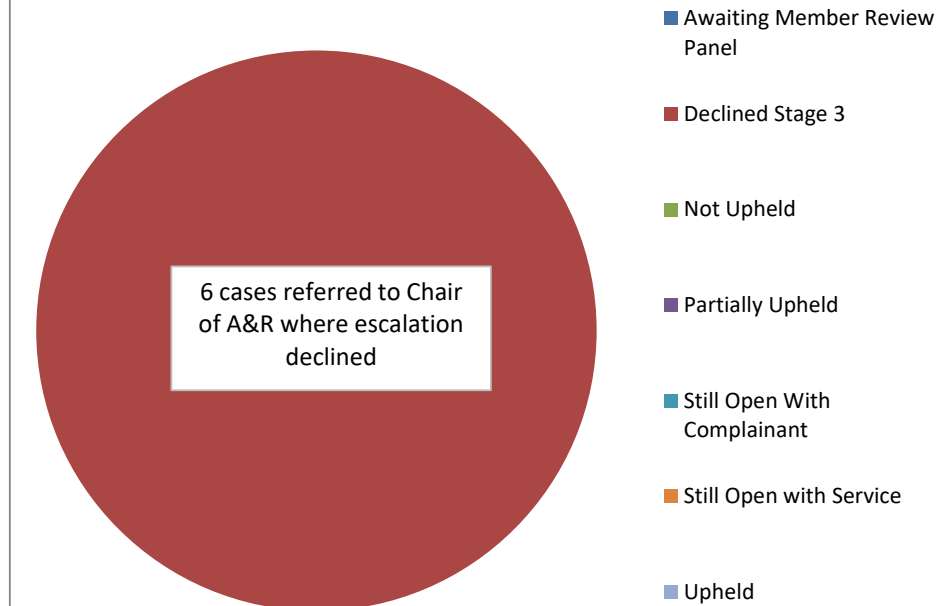




Summary of Stage 3 Complaints



Stage 3 - Cumulative Complaint Outcomes



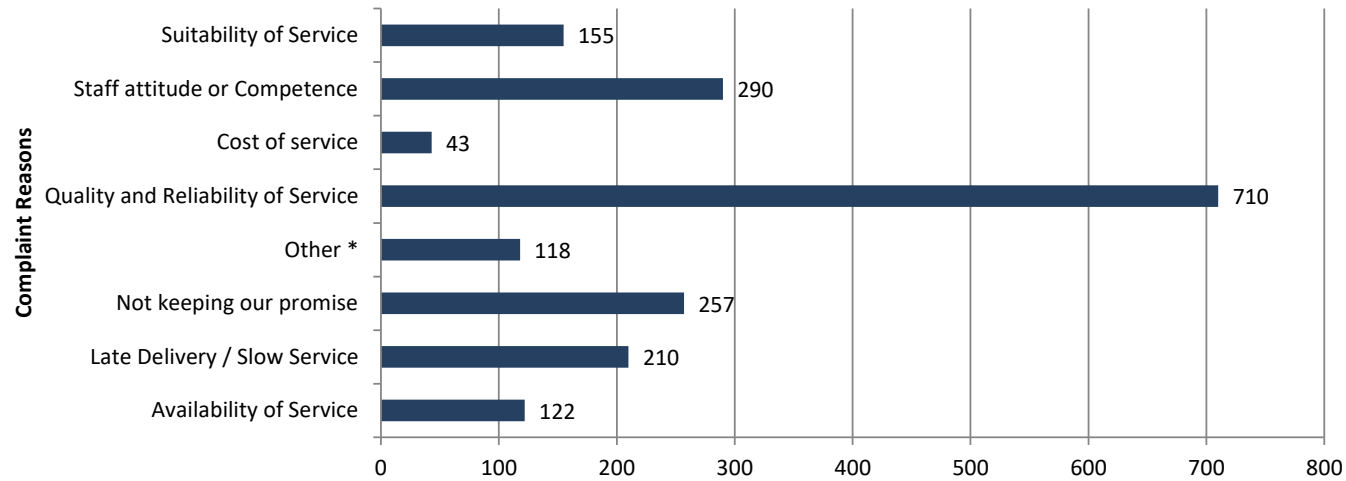
Cumulative complaint figures

April 2020 - March 2021

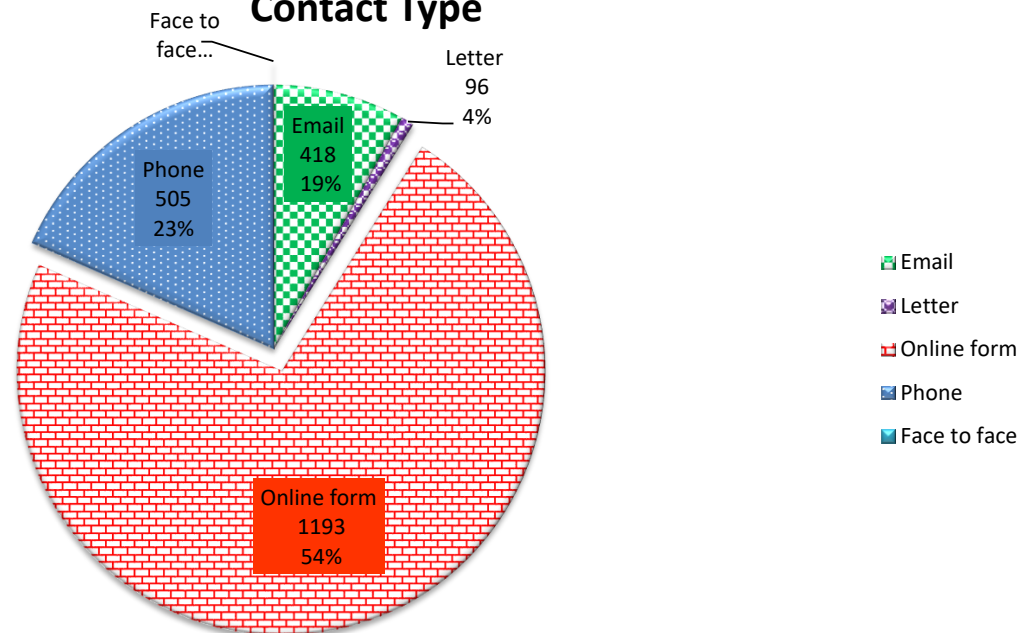
Table below shows all corporate complaint stage 1 & 2 figures logged between April '20 and March '21

	Cumulative numbers logged April 16-March 17 (Stage 1&2)	% of total	April '20	May '20	June '20	July '20	August '20	September '20	October '20	November '20	December '20	January '21	February '21	March '21
Asset Management	8	0.42%	0	0	0	3	3	0	0	0	0	1	0	1
Benefits (A-K)	5	0.26%	0	0	0	0	1	0	2	0	1	0	0	1
Benefits (L-Z)	10	0.52%	0	0	0	0	0	2	3	1	1	0	2	1
Bereavement Services	2	0.10%	0	0	0	0	1	0	1	0	0	0	0	0
Business Rates	2	0.10%	0	0	0	1	0	0	0	0	0	1	0	0
Businesses	1	0.05%	0	0	0	0	1	0	0	0	0	0	0	0
Cemeteries	3	0.16%	0	0	0	0	0	0	2	0	0	0	0	1
Communications (inc Living Wills)	3	0.16%	0	0	0	0	0	0	0	3	0	0	0	0
Community Safety	18	0.94%	0	0	0	2	5	0	3	0	1	5	2	0
Council Tax	48	2.52%	0	0	0	3	3	6	4	5	6	5	7	9
Crematorium	5	0.26%	0	0	0	0	0	0	1	0	1	0	1	2
Customer Services	29	1.52%	0	0	0	4	3	7	4	1	3	4	0	3
Equality & Diversity	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Housing - Anti Social Behaviour	18	0.94%	0	0	0	5	1	2	3	2	0	1	2	2
Housing - Other	317	16.64%	0	0	0	24	50	31	29	38	31	27	37	50
Housing - Repairs	529	27.77%	0	0	0	31	53	55	82	59	36	64	77	72
Human Resources	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Learning & Achievement	0	0.00%	0	0	0	0	0	0	0	0	0	0	0	0
Legal & Governance	1	0.05%	0	0	0	0	0	0	1	0	0	0	0	0
Leisure Centres and Sport	1	0.05%	0	0	0	1	0	0	0	0	0	0	0	0
Library Services (inc Reading Rooms)	3	0.16%	0	0	0	0	2	0	0	1	0	0	0	0
Parks and Open Spaces (inc Allotments)	32	1.68%	0	0	0	5	7	3	6	0	1	1	3	6
Planning & Building Control	61	3.20%	0	0	0	12	9	8	4	4	4	4	14	2
Public Health	1	0.05%	0	0	0	0	0	0	0	0	0	0	1	0
Public Protection (inc Trading Standards, Environmental Health & Regeneration)	43	2.26%	0	0	0	5	6	2	4	2	1	8	4	11
Registrar Services (inc Birth, Death & Marriages)	2	0.10%	0	0	0	0	1	0	0	0	0	0	0	1
Roads and Pavements (inc Street Lighting)	4	0.21%	0	0	0	1	0	1	0	0	1	1	0	0
Social Care Adults	177	9.29%	0	0	0	17	25	26	17	15	16	14	18	29
Social Care Children's	7	0.37%	0	0	0	0	0	1	2	0	1	0	0	3
Street Cleansing (Inc Trees)	8	0.42%	0	0	0	0	0	1	0	1	0	1	2	3
Traffic and Parking Control	85	4.46%	0	0	0	11	7	16	6	12	5	6	16	6
Transactional Services	193	10.13%	0	0	0	29	18	32	27	20	21	13	14	19
Waste and Recycling	3	0.16%	0	0	0	0	0	0	0	0	1	0	1	1
Total complaints logged	286	15.01%	0	0	0	60	34	44	18	24	11	26	30	39
Overall % of complaints 1&2 completed within time	1905	75%	0	0	0	214	230	237	219	188	142	182	231	262
						77%			74%			74%		

Complaint Reasons



Contact Type



Outcome of Complaints

