

Appendix 2 - Year 2019-20

Performance & Monitoring	Complaints Received		
	Total Complaints Received	Complaints Received Stage 1	Complaints Received Stage 2
People & Technology	0	0	0
Regulatory	33	26	7
Resources	91	85	6
Communications, Culture, Communities & Facilities	33	33	0
Education, Learning & Attainment	94	89	5
Roads & Neighbourhood	166	154	12
Housing & Employability	80	69	11
Regeneration	308	273	35
Totals	805	729	76
Complaint Category			Upheld per category
Below declared service standard		0	
Citizen expectation not met - quality of service		500	
Citizen expectation not met – timescales		136	
Council policy – charges		12	
Council policy – does not meet criteria		0	
Council policy – level of service provision		12	
Delay in service delivery		0	
Employee behaviour		74	
Error in Service Delivery		62	
Failure to deliver service		0	
Service standards not declared		0	
Contractor		9	
Total		805	

Total complaints closed	Closed at Stage 1	Closed within 5 Working Days	Extension Stage 1	Exceeded S1 deadline after extension ie +10days	Total working days to close Stage 1 complaints	Average working days to close S1
0	0	0	0	0	0	0
30	23	18	3	2	95	4
82	77	45	18	14	510	7
31	31	27	3	1	79	3
69	65	37	12	16	587	9
119	109	83	12	14	514	5
68	60	41	9	10	379	6
260	242	110	38	94	2997	12
659	607	361	95	151	5161	9
Category Stage 1	Upheld per category Stage 2	Performance				
		% of complaints closed within SPSO timescales				
0	0	average working days to close Stage 1 complaints				
219	13	average working days to close Stage 2 complaints				
87	1	% of Stage 1 complaints upheld				
4	0	% of Stage 2 complaints upheld				
0	0					
1	0	Channel Received				
0	0	E-mail				
24	1	Online Complaints form				
33	1	Internal Complaints form				
0	0	In Writing				
0	0	By telephone				
5	0	Face to Face				
		Social Media				
373	16	TOTAL				

losed						
Closed at Stage 2	Closed within 20 working days	Extension Stage 2	Exceeded S2 deadline after extention ie +25	Total working days to close Stage 2 complaints	Average working days to close S2	Escalated from Stage 1 to 2
0	0	0	0	0	0	0
7	3	2	2	159	106	0
5	3	1	1	68	50	2
0	0	0	0	0	0	0
4	4	0	0	55	26	1
10	10	0	0	96	38.5	4
8	5	3	0	128	50.5	4
18	6	1	11	551	118	6
52	31	7	14	1057	20	17
					75%	
					9	
					20	
					61%	
					31%	
		Equalities				
	233	Equality concern raised				0
	276					
	12					
	10					
	270					
	1					
	3					
	805					

Outcome			
Upheld Stage 1	Not Upheld Stage 1	Upheld Stage 2	Not upheld Stage 2
0	0	0	0
7	16	2	5
54	23	0	5
15	16	0	0
38	27	1	3
59	50	2	8
23	37	1	7
177	65	10	8
373	234	16	36