

Year 2022-23

Year 2022-23	Complaints Received							Complaints Closed										Outcome					
Performance & Monitoring	Total Complaints Received	Complaints Received Stage 1	Complaints Received Stage 2	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	Closed at Stage 2	Closed within 20 working days	Extension Stage 2	Exceeded S2 deadline after extension ie +25	Total working days to close Stage 2 complaints	Average working days to close S2	Escalated from Stage 1 to 2	Upheld Stage 1	Not Upheld Stage 1	Upheld Stage 2	Not upheld Stage 2	Resolved	
Citizen, Culture & Facilities	29	28	1	27	25	21	2	2	101	4	1	0	1	0	27	27	0	24	1	1	0	1	
Education, Learning & Attainment	28	26	2	17	16	12	3	1	64	4	1	1	0	0	12	12	0	8	8	0	1	0	
Housing & Employability	60	55	5	48	44	28	6	10	284	6	4	0	1	3	214	54	0	18	26	1	3	0	
People & Technology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Regulatory & Regeneration	6	5	1	5	5	2	1	2	40	8	0	0	0	0	0	0	0	3	2	0	0	0	
Resources	61	58	3	59	31	23	4	4	260	8	1	0	1	0	35	35	0	16	15	0	1	27	
Roads & Neighbourhood	102	100	2	65	51	43	4	4	183	4	0	0	0	0	0	0	0	32	19	0	0	14	
Supply, Distribution & Property	356	348	8	328	323	191	56	76	3507	11	5	3	2	0	115	23	0	248	75	3	2	0	
Totals	642	620	22	549	495	320	76	99	4439	9	12	4	5	3	403	34	0	349	146	5	7	42	
Complaint Category			Upheld per category Stage 1		Upheld per category Stage 2		Performance																
							% of complaints closed within SPSO timescales										80%						
Below declared service standard		0	0		0		average working days to close Stage 1 complaints										9						
Citizen expectation not met - quality of service		437	230		5		average working days to close Stage 2 complaints										34						
Citizen expectation not met – timescales		124	67		0		% of Stage 1 complaints upheld										71%						
Council policy – charges		5	0		0		% of Stage 2 complaints upheld										42%						
Council policy – does not meet criteria		0	0		0																		
Council policy – level of service provision		1	1		0		Channel Received							Equalities									
Delay in service delivery		0	0		0		E-mail					115		Equality concern raised					0				
Employee behaviour		50	33		0		Online Complaints form							255									
Error in Service Delivery		5	2		0		Internal Complaints form							8									
Failure to deliver service		10	8		0		In Writing							2									
Service standards not declared		0	0		0		By telephone							260									
Contractor		10	8		0		Face to Face							2									
					0		Social Media							0									
Total		642	349		5		TOTAL							642									