

Year 2020-21	Complaints Received		
	Total Complaints Received	Complaints Received Stage 1	Complaints Received Stage 2
Performance & Monitoring			
People & Technology	0	0	0
Regulatory	18	15	3
Resources	84	73	11
Communications, Culture, Communities & Facilities	31	30	1
Education, Learning & Attainment	107	96	11
Roads & Neighbourhood	216	205	11
Housing & Employability	80	67	13
Regeneration	249	227	22
Totals	785	713	72
Complaint Category			Upheld per ca
Below declared service standard		0	
Citizen expectation not met - quality of service		517	
Citizen expectation not met – timescales		122	
Council policy – charges		6	
Council policy – does not meet criteria		1	
Council policy – level of service provision		8	
Delay in service delivery		0	
Employee behaviour		64	
Error in Service Delivery		56	
Failure to deliver service		9	
Service standards not declared		0	
Contractor		2	
Total		785	

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
9	7	4	2	1	55	8
57	49	26	14	9	408	8
25	24	19	4	1	100	4
80	71	60	6	5	424	6
161	153	114	20	19	877	6
56	43	33	6	4	199	5
189	162	86	30	46	2010	12
577	509	342	82	85	4073	8
	Upheld per category Stage 2	Performance				
		% of complaints closed within SPSO timescales				
0		0 average working days to close Stage 1 complaints				
194		27 average working days to close Stage 2 complaints				
66		7 % of Stage 1 complaints upheld				
0		0 % of Stage 2 complaints upheld				
0		0				
0		0				
		Channel Received				
0		0 E-mail				
19		1 Online Complaints form				
21		0 Internal Complaints form				
3		0 In Writing				
0		0 By telephone				
0		0 Face to Face				
		Social Media				
303		35	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
2	1	0	1	55	28	1
8	5	1	2	112	61	5
1	1	0	0	20	20	0
9	8	0	1	95	29	6
8	1	2	5	223	74	4
13	8	1	4	281	64	7
27	5	4	18	1145	150	7
68	29	8	31	1931	28	30

	80%
	8
	28
	60%
	51%

Equalities	
272	Equality concern raised
372	
10	
10	
121	
0	
0	
785	

Outcome				
Upheld Stage 1	Not Upheld Stage 1	Upheld Stage 2	Not upheld Stage 2	Withdrawn
0	0	0	0	0
3	4	1	1	0
26	23	3	5	0
11	13	0	1	0
36	35	2	7	0
96	57	5	3	0
16	27	4	9	1
115	47	20	7	0
303	206	35	33	1