

Year 2023-24

Performance & Monitoring	Complaints Received				Complaints Closed												Outcome					
	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	19	19	0	20	17	11	3	3	82	5	2	2	0	0	23	11.5	0	11	6	1	1	1
Education, Learning & Attainment	26	26	0	14	11	7	1	3	84	8	1	1	0	0	14	14	0	8	3	1	0	2
Housing & Employability	337	318	19	311	298	200	53	45	1826	6	13	7	3	3	259	20	0	172	126	4	9	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	13	12	1	11	10	7	2	1	48	5	1	0	0	1	94	94	0	2	8	0	1	0
Resources	60	57	3	50	45	21	10	14	423	9	2	1	0	1	59	30	0	25	20	1	1	3
Roads & Neighbourhood	173	170	3	137	107	79	12	16	648	6	0	0	0	0	0	0	0	45	62	0	0	30
Totals	628	602	26	543	488	325	81	82	3111	6	19	11	3	5	449	24	0	263	225	7	12	36
Complaint Category					Upheld per category Stage 1	Upheld per category Stage 2	Performance															
Below declared service standard					0	0	% of complaints closed within SPSO timescales										83%					
Citizen expectation not met - quality of service					414	148	average working days to close Stage 1 complaints										6					
Citizen expectation not met – timescales					146	83	4 average working days to close Stage 2 complaints										24					
Council policy – charges					9	3	2 % of Stage 1 complaints upheld										54%					
Council policy – does not meet criteria					0	0	0 % of Stage 2 complaints upheld										37%					
Council policy – level of service provision					1	0	Channel Received										Equalities					
Delay in service delivery					0	0	0 E-mail										94 Equality concern raised					
Employee behaviour					40	22	1 Online Complaints form										314					
Error in Service Delivery					1	1	0 Internal Complaints form										0					
Failure to deliver service					9	1	0 In Writing										0					
Service standards not declared					0	0	0 By telephone										220					
Contractor					8	5	0 Face to Face										0					
							0 Social Media										0					
Total					628	263	7 TOTAL										628					