

Year 2021-22	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days to close S2	Escalated from Stage 1 to 2	Upheld Stage 1	Not Upheld Stage 1	Upheld Stage 2	Not upheld Stage 2	Withdrawn
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	18	15	3	9	7	4	2	1	55	8	2	1	0	1	55	28	1	3	4	1	1	0
Resources	84	73	11	57	49	26	14	9	408	8	8	5	1	2	112	61	5	26	23	3	5	0
Communications, Culture, Communities & Facilities	31	30	1	25	24	19	4	1	100	4	1	1	0	0	20	20	0	11	13	0	1	0
Education, Learning & Attainment	107	96	11	80	71	60	6	5	424	6	9	8	0	1	95	29	6	36	35	2	7	0
Roads & Neighbourhood	216	205	11	161	153	114	20	19	877	6	8	1	2	5	223	74	4	96	57	5	3	0
Housing & Employability	80	67	13	56	43	33	6	4	199	5	13	8	1	4	281	64	7	16	27	4	9	1
Regeneration	249	227	22	189	162	86	30	46	2010	12	27	5	4	18	1145	150	7	115	47	20	7	0
<b>Totals</b>	<b>785</b>	<b>713</b>	<b>72</b>	<b>577</b>	<b>509</b>	<b>342</b>	<b>82</b>	<b>85</b>	<b>4073</b>	<b>8</b>	<b>68</b>	<b>29</b>	<b>8</b>	<b>31</b>	<b>1931</b>	<b>28</b>	<b>30</b>	<b>303</b>	<b>206</b>	<b>35</b>	<b>33</b>	<b>1</b>
<b>Complaint Category</b>			<b>Upheld per category Stage 1</b>	<b>Upheld per category Stage 2</b>	<b>Performance</b>																	
					% of complaints closed within SPSO timescales													80%				
Below declared service standard			0	0	average working days to close Stage 1 complaints													8				
Citizen expectation not met - quality of service			517	194	average working days to close Stage 2 complaints													28				
Citizen expectation not met – timescales			122	66	% of Stage 1 complaints upheld													60%				
Council policy – charges			6	0	% of Stage 2 complaints upheld													51%				
Council policy – does not meet criteria			1	0																		
Council policy – level of service provision			8	0	<b>Channel Received</b>													<b>Equalities</b>				
Delay in service delivery			0	0	E-mail													272				
Employee behaviour			64	19	Online Complaints form													372				
Error in Service Delivery			56	21	Internal Complaints form													10				
Failure to deliver service			9	3	In Writing													10				
Service standards not declared			0	0	By telephone													121				
Contractor			2	0	Face to Face													0				
					Social Media													0				
<b>Total</b>			<b>785</b>	<b>303</b>	<b>TOTAL</b>													<b>785</b>				