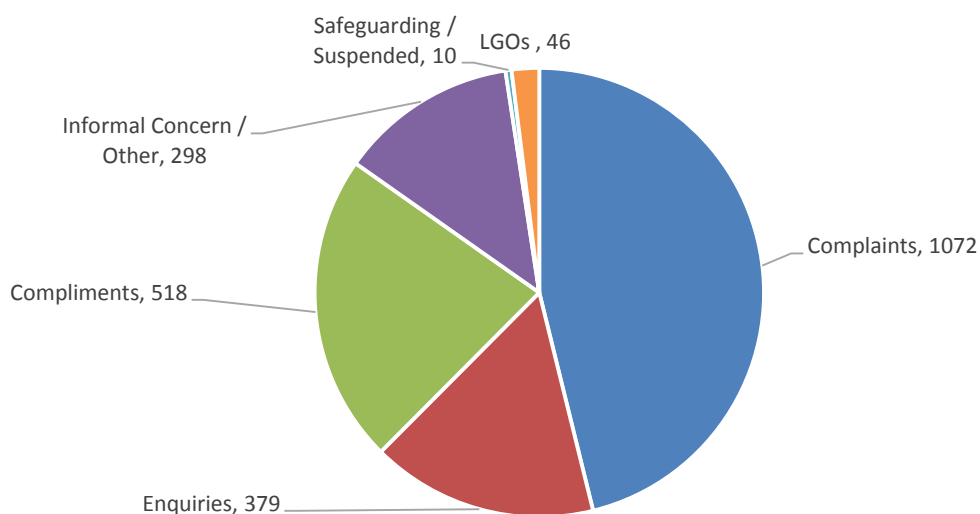


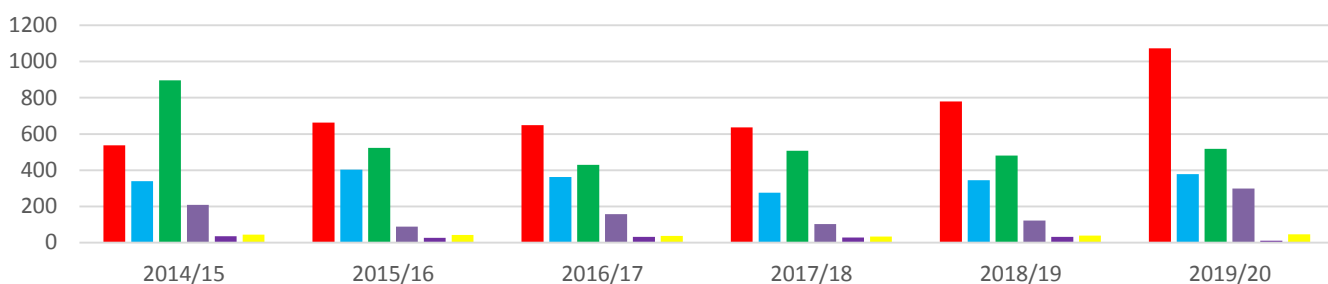
APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2019/20

Complaints and Enquiries Received 1 April 2019 to 31 March 2020



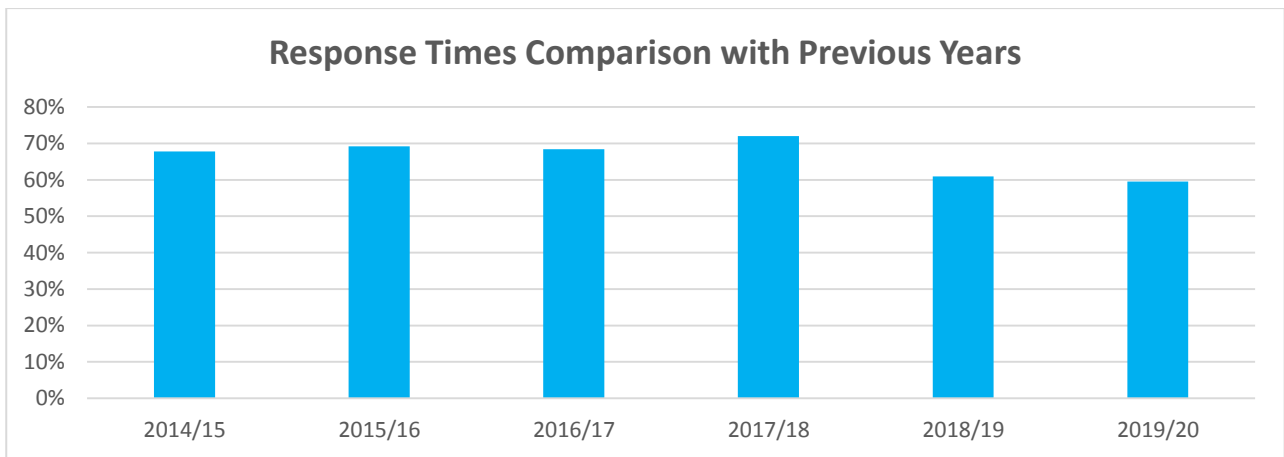
Complaints	1072
Enquiries	379
Compliments	518
Informal Concern / Other	298
Safeguarding / Suspended	10
LGOs	46

Comparison with Previous Years



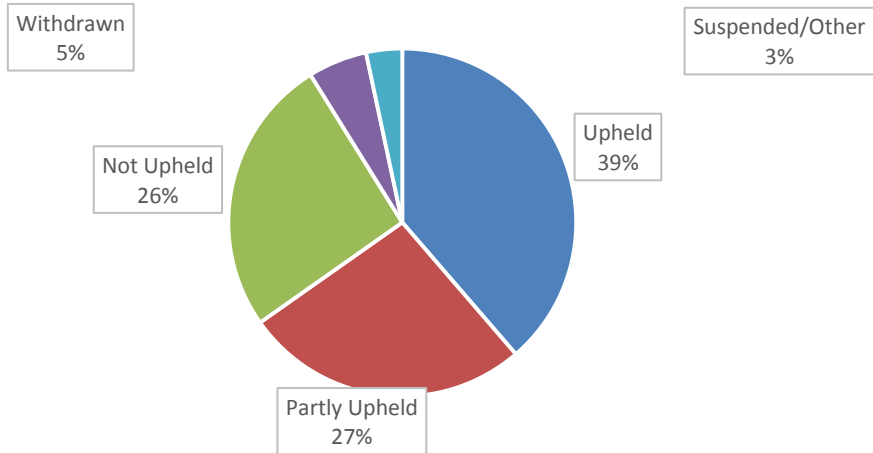
Year	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Complaints	538	662	649	637	780	1072
Enquiries	340	403	362	276	345	379
Compliments	896	523	430	507	480	518
Informal Concern / Other	208	89	157	103	121	298
Safeguarding / Suspended	36	26	31	29	31	10
LGOs	44	42	37	34	38	46

Responses for Closed Cases in 2019/20	Total
Response within target	639
Late Response	424
Open/Suspended	10
Total	1073
Percentage Within Target	60%



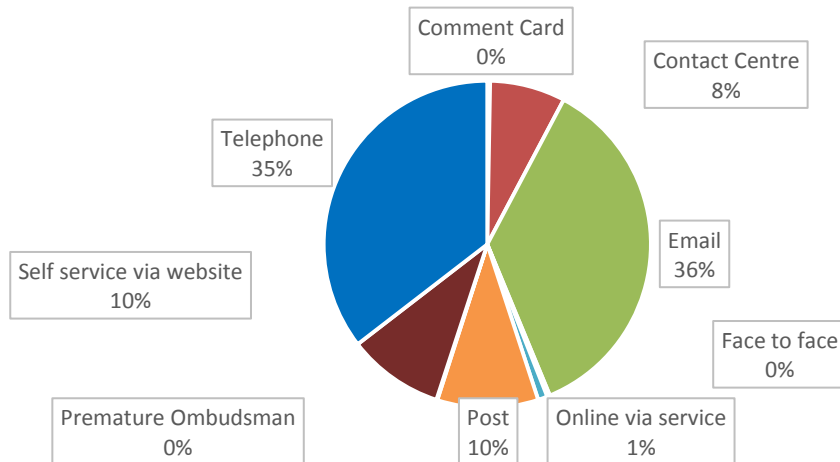
2014/15	67.8%
2015/16	69.2%
2016/17	68.4%
2017/18	72.0%
2018/19	61.0%
2019/20	60.0%

Complaints Outcomes



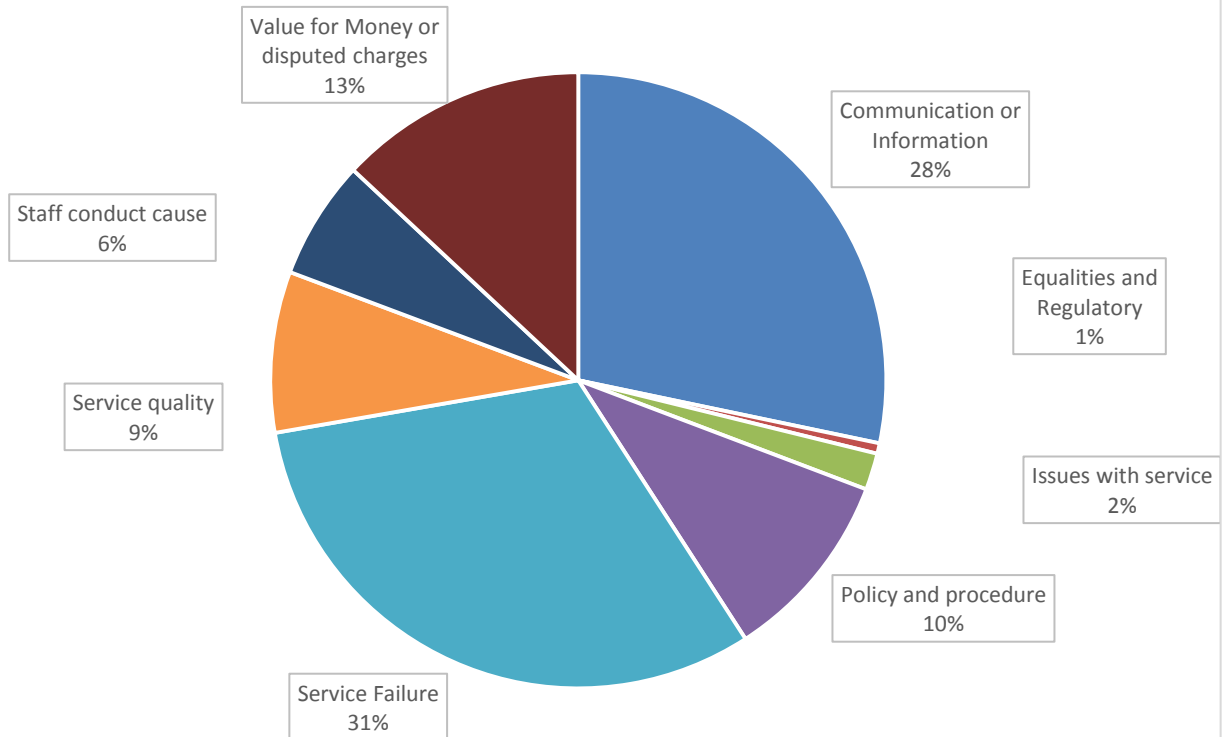
Decision	No of cases	%
Upheld	415	39%
Partly Upheld	285	27%
Not Upheld	278	26%
Withdrawn	59	6%
Suspended/Other	36	2%

Methods of Contact for Complaints



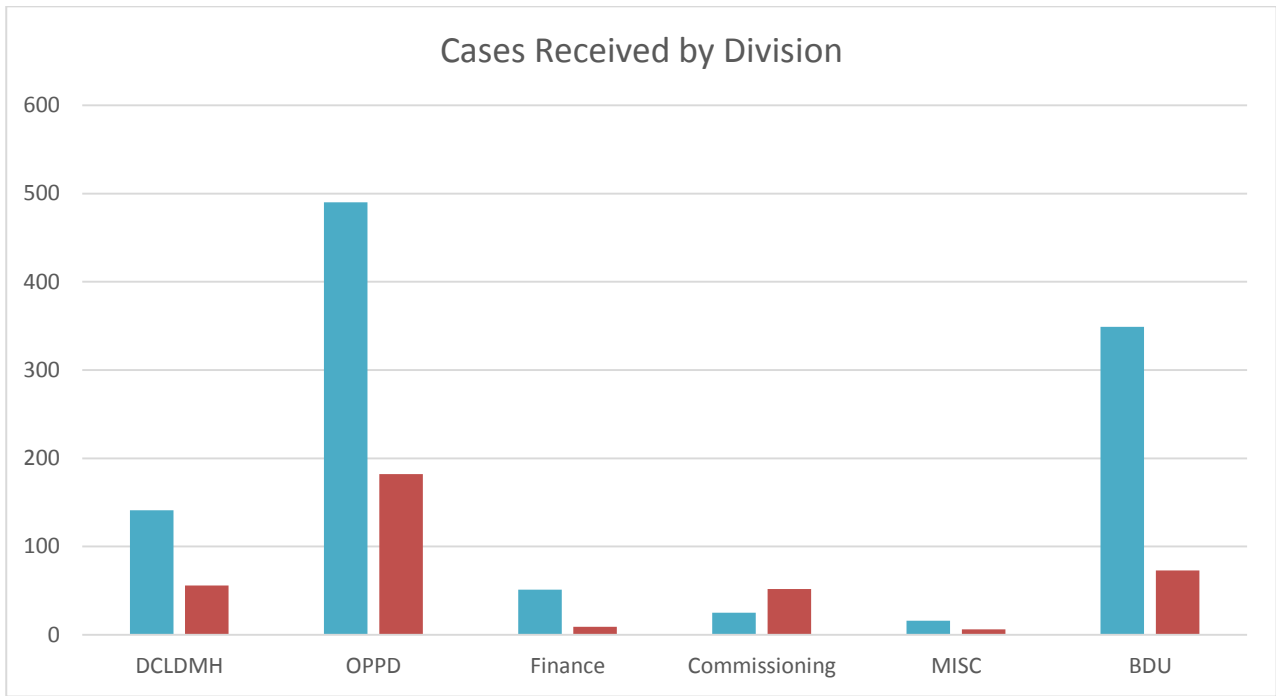
Method	Volume
Comment Card	3
Contact Centre	80
Email	386
Face to face	3
Online via service	10
Post	107
Premature Ombudsman	1
Self service via website	102
Telephone	380

Main themes arriving from complaints



Problem Category	Total	%	Upheld/ partly upheld	% Upheld / partly upheld
Communication or Information	308	28%	201	65%
Equalities and Regulatory	6	0%	5	83%
Issues with service	21	2%	17	81%
Policy and procedure	110	10%	48	44%
Service Failure	342	31%	245	72%
Service quality	92	8%	64	70%
Staff conduct cause	68	7%	44	65%
Value for Money or disputed charges	142	13%	98	69%

*Some complaints have multiple problem categories.

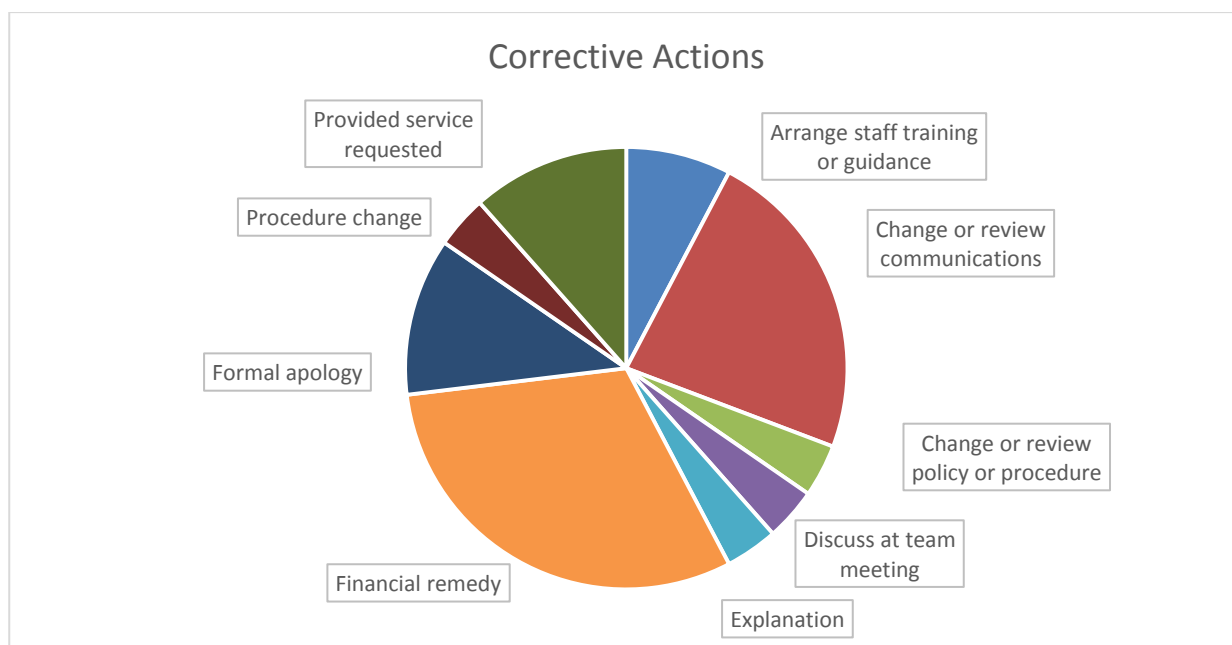


	Complaints	Enquiries
DC/LD/MH	141	56
OPPD	490	182
Finance	51	9
Commissioning	25	52
MISC	16	6
BDU	349	73
Total	1072	378

Local Government Ombudsman

Details for Cases CLOSED in the 1 April 2019 to 31 March 2020

Decision	Cases
Closed after initial enquiries - no further action	12
Closed after initial enquiries - out of jurisdiction	6
Not upheld: No further action	2
Not upheld: No Maladministration	5
Referred back for local resolution	13
Upheld: Maladministration and Injustice	14
Upheld: Maladministration, No Injustice	1
Total	53



Corrective Actions	Cases
Arrange staff training or guidance	2
Change or review communications	6
Change or review policy or procedure	1
Discuss at team meeting	1
Offer an explanation	1
Financial Remedy	8
Formal apology	3
Procedure change	1
Provided service requested	3
Total	26

*Please note some cases may record more than one corrective action.