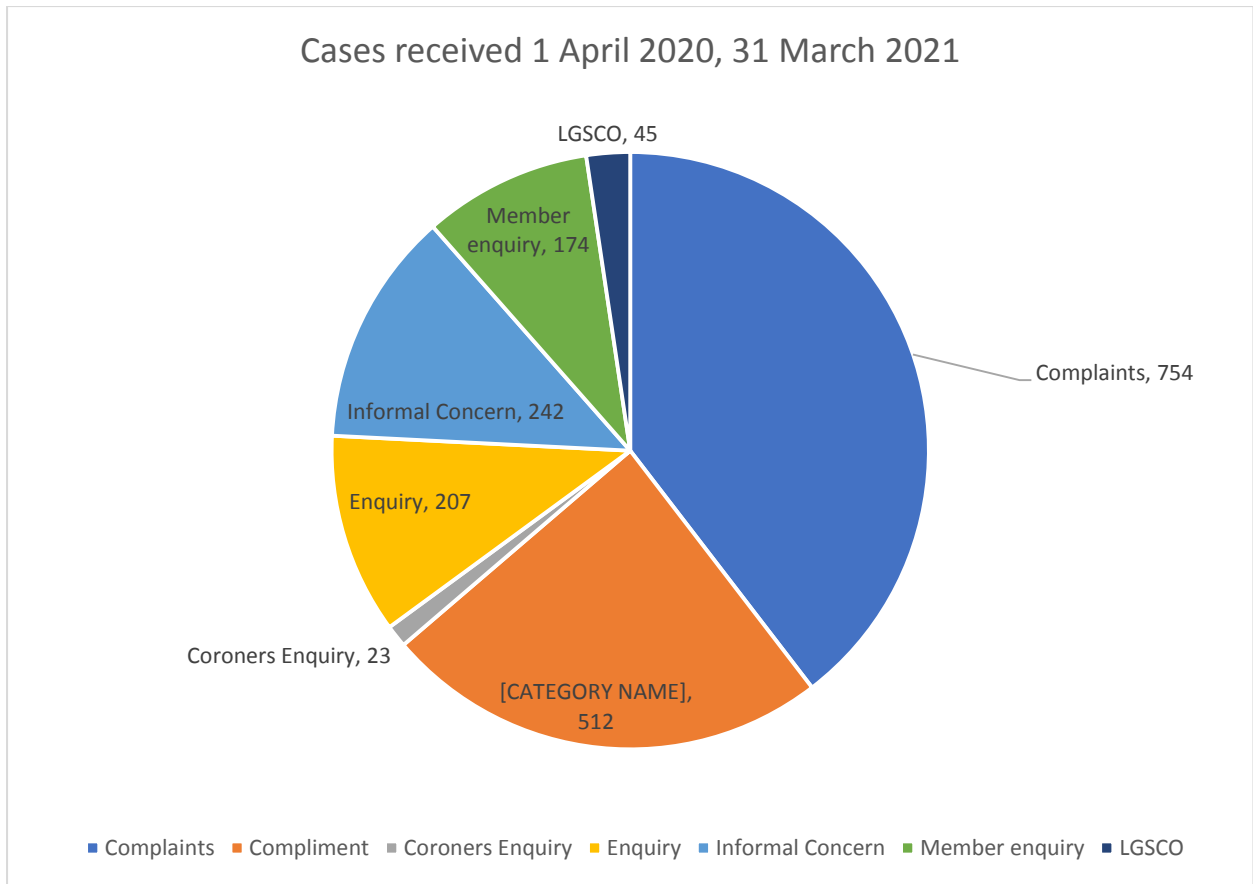
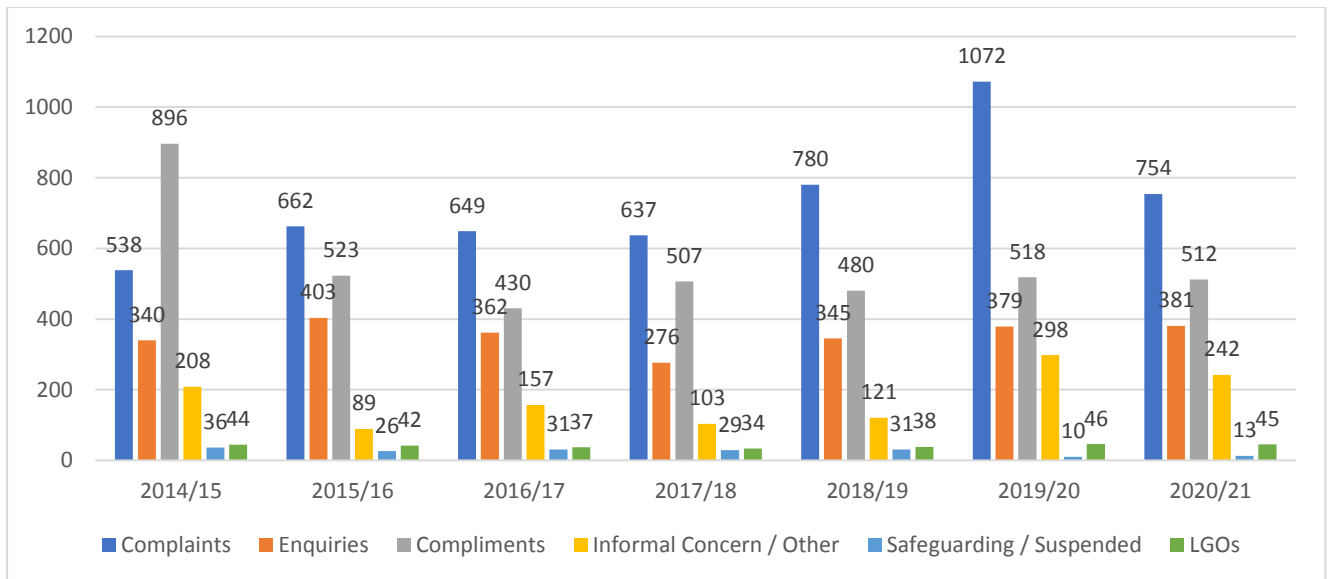


APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



Case type	Total
Complaints	754
Compliment	512
Coroners Enquiry	23
Enquiry	207
Informal Concern	242
Member enquiry	174
LGSCO	45
Total	1905

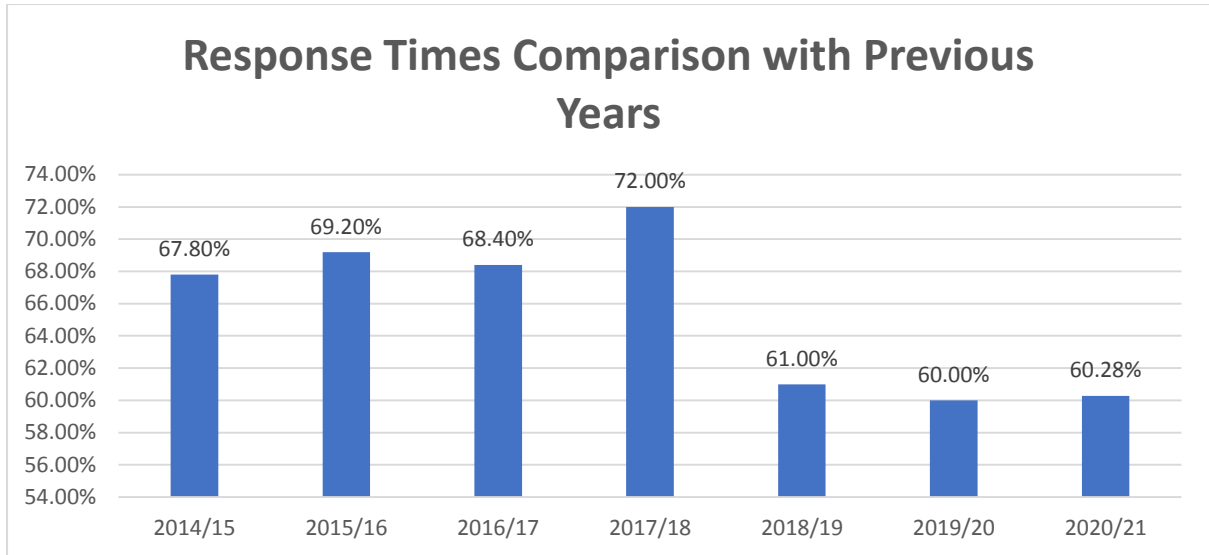
APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



Year	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Complaints	538	662	649	637	780	1072	754
Enquiries	340	403	362	276	345	379	381
Compliments	896	523	430	507	480	518	512
Informal Concern / Other	208	89	157	103	121	298	242
Safeguarding / Suspended	36	26	31	29	31	10	13
LGOs	44	42	37	34	38	46	45

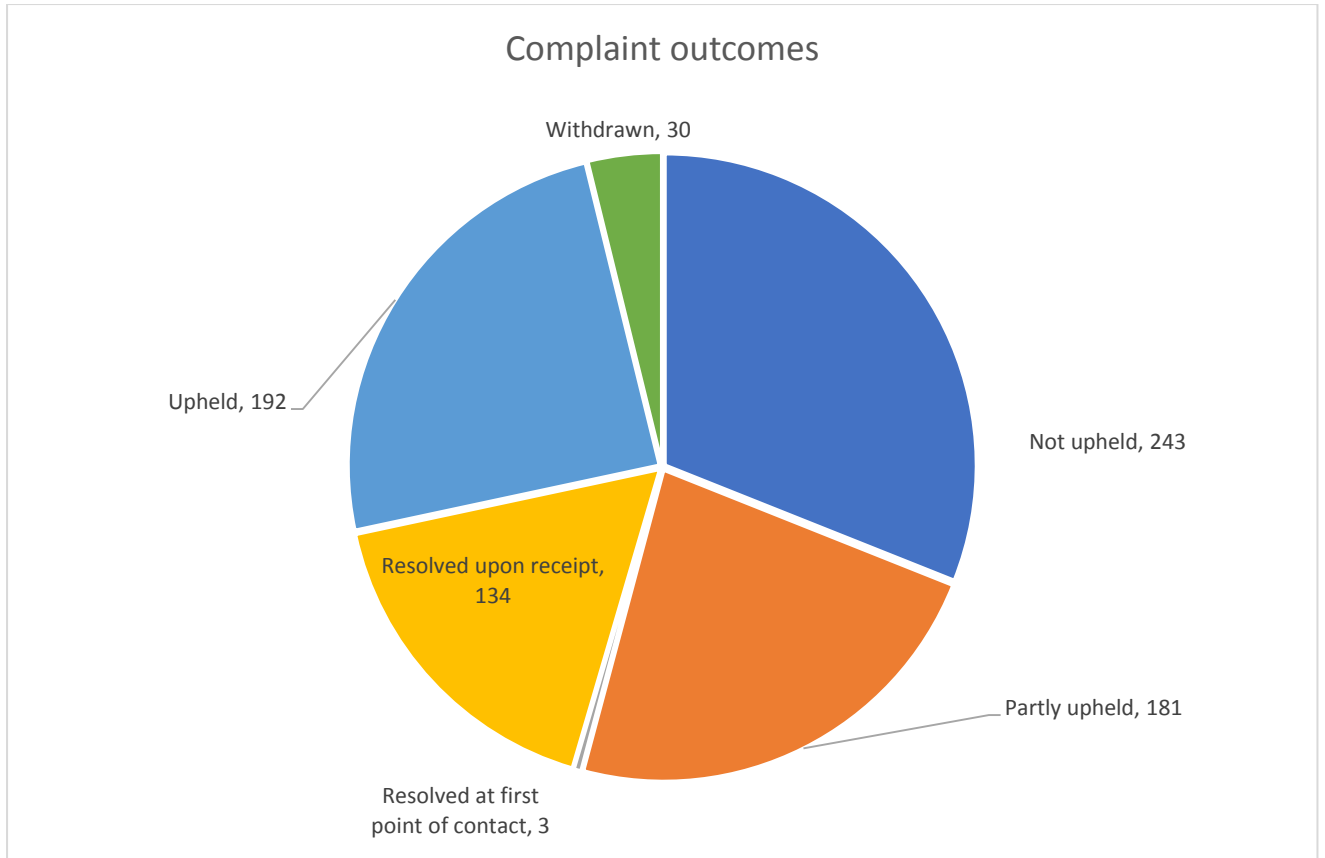
Responses for Closed Cases in 2020/21	Total
Response within target	472
Late Response	311
Open/Suspended	13
Total	783
Percentage Within Target	60%

APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



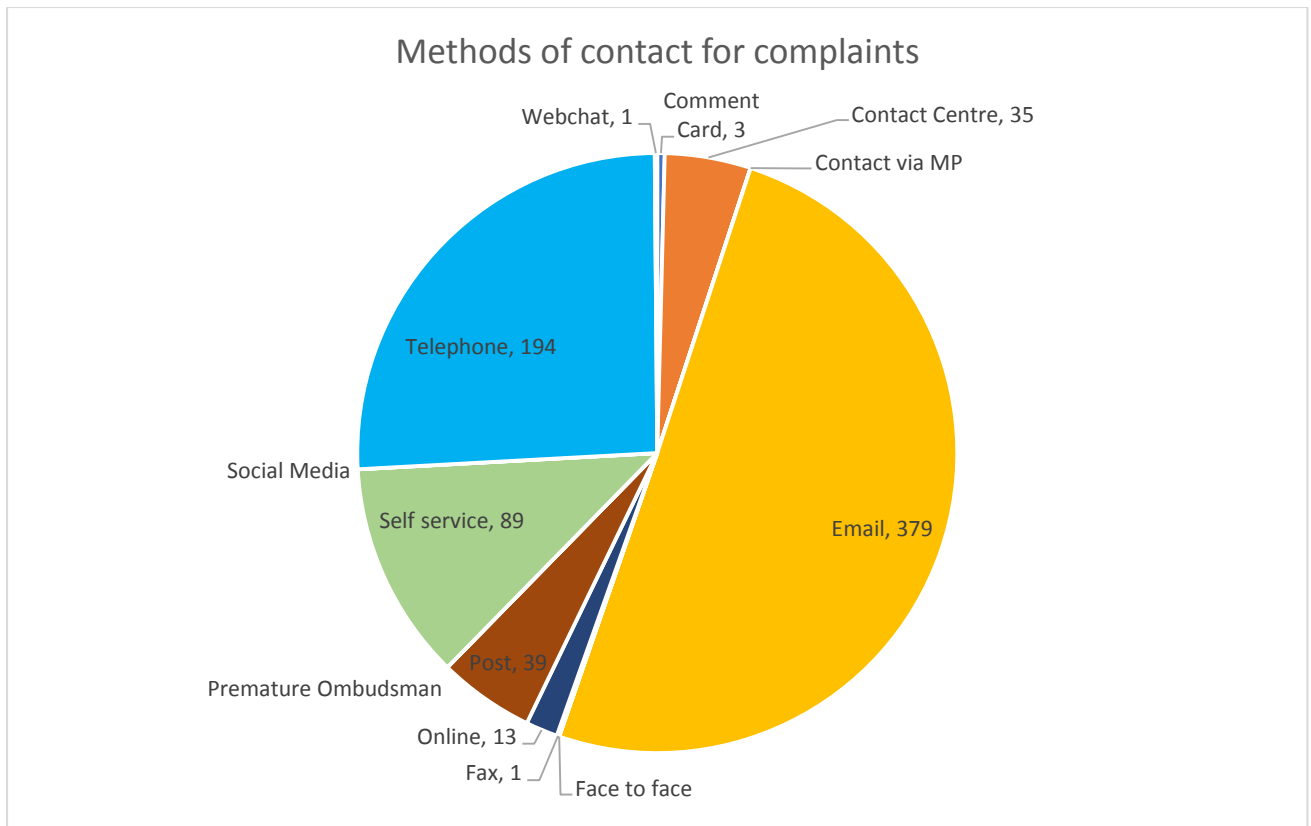
2014/15	67.80%
2015/16	69.20%
2016/17	68.40%
2017/18	72.00%
2018/19	61.00%
2019/20	60.00%
2020/21	60.28%

APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



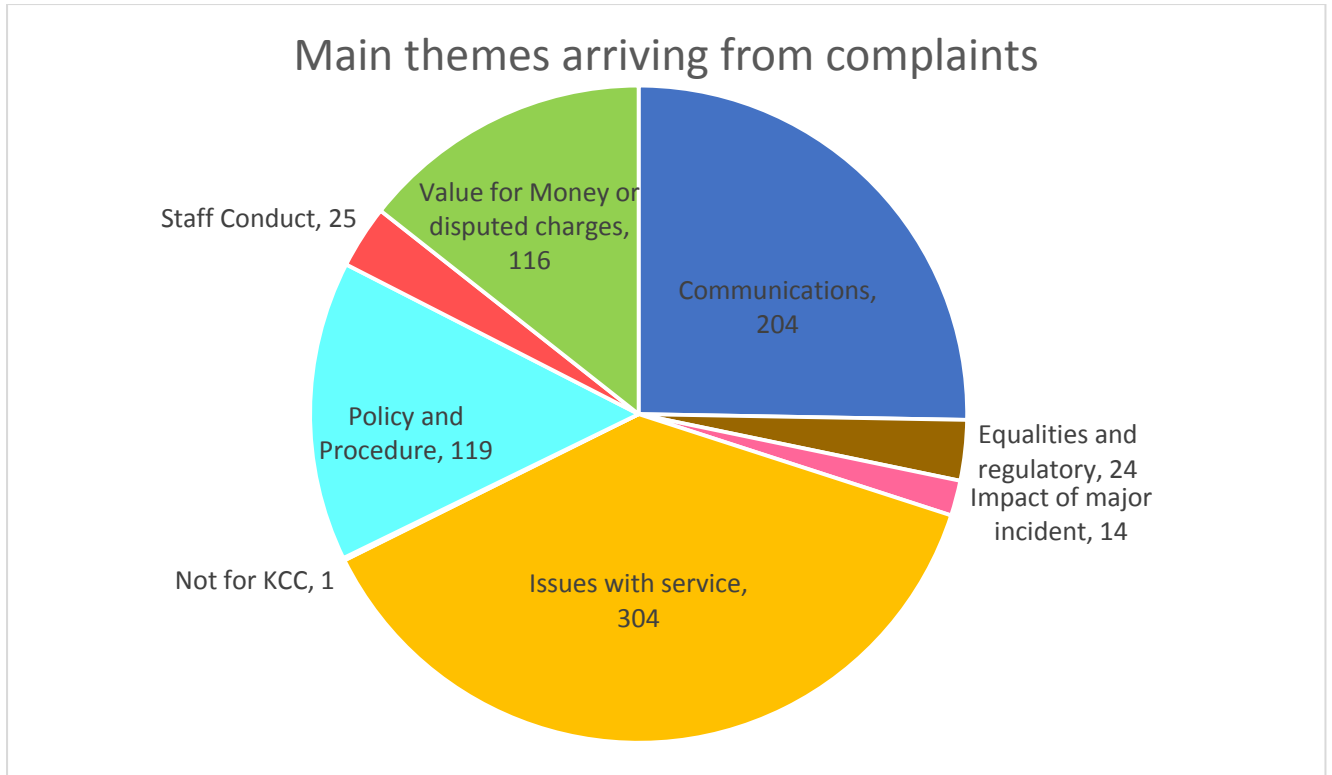
Decision	No of cases	%
Not upheld	243	31%
Partly upheld	181	23%
Resolved at first point of contact	3	0%
Resolved upon receipt	134	17%
Upheld	192	25%
Withdrawn	30	4%
Total	783	

APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



Method	Volume
Comment Card	3
Contact Centre	35
Email	379
Fax	1
Online	13
Post	39
Self service	89
Social Media	0
Telephone	194
Webchat	1
Total	754

APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



Problem category	Total	Upheld/ partly upheld	% Upheld/ partly upheld
Communications	204	103	50%
Equalities and regulatory	24	11	46%
Impact of major incident	14	5	36%
Issues with service	304	142	47%
Not for KCC	1	0	0%
Policy and Procedure	119	32	27%
Staff Conduct	25	11	44%
Value for Money or disputed charges	116	84	72%

*Some complaints have multiple problem categories.

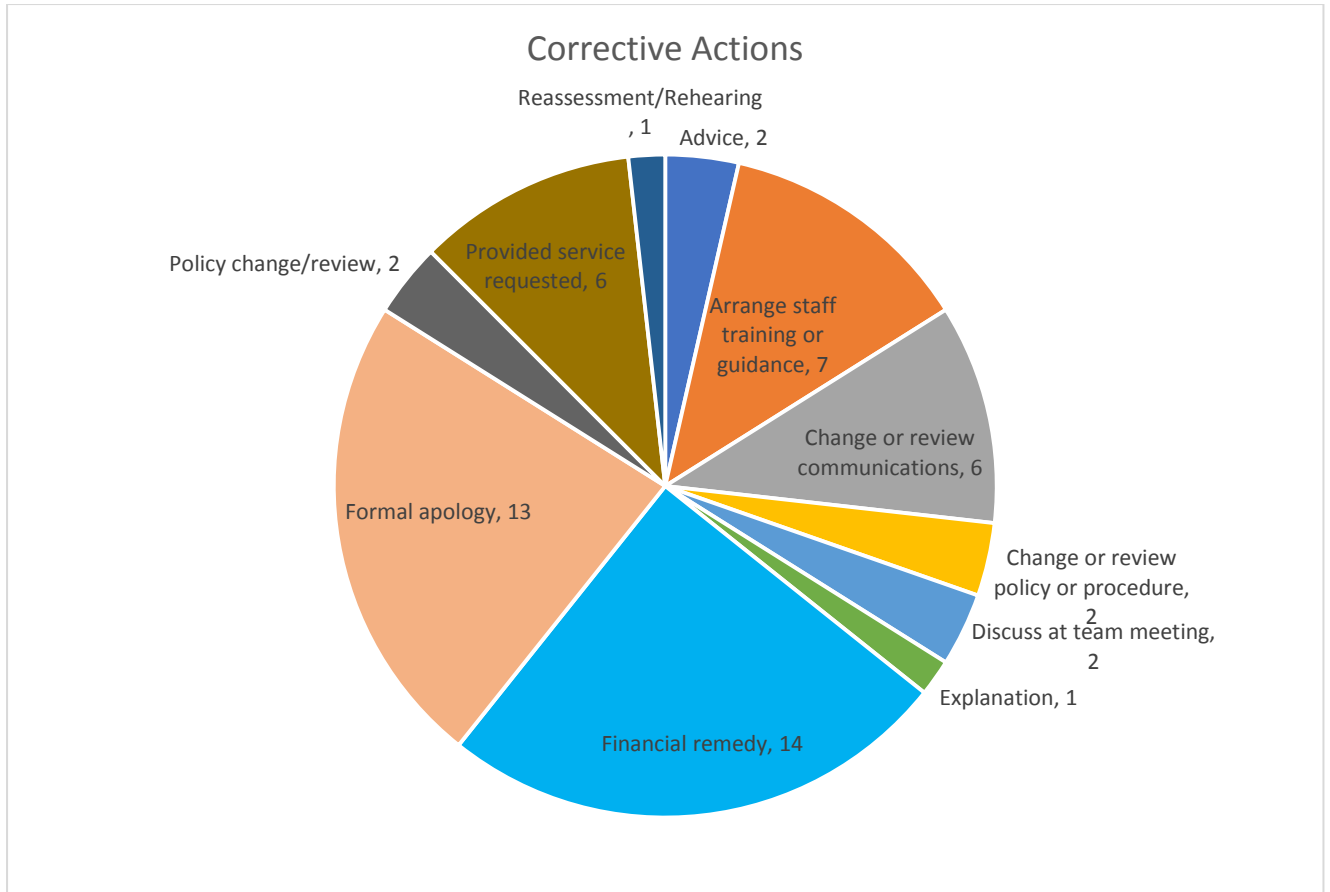
APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21

Local Government Ombudsman

Details for Cases CLOSED in the 1 April 2020 to 31 March 2021

Decision	Cases
Closed after initial enquiries - no further action	16
Closed after initial enquiries - out of jurisdiction	2
Not upheld: No further action	2
Not upheld: No Maladministration	4
Referred back for local resolution	2
Upheld: Maladministration and Injustice	16
Upheld: Maladministration, No Injustice	1
Upheld: Maladministration, No further action	2
Total	45

APPENDIX 1 - DATA FOR ANNUAL COMPLAINTS REPORT 2020/21



Corrective Actions LGSCO	Cases
Advice	2
Arrange staff training or guidance	7
Change or review communications	6
Change or review policy or procedure	2
Discuss at team meeting	2
Explanation	1
Financial remedy	14
Formal apology	13
Policy change/review	2
Provided service requested	6
Reassessment/Rehearing	1
Total	56

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