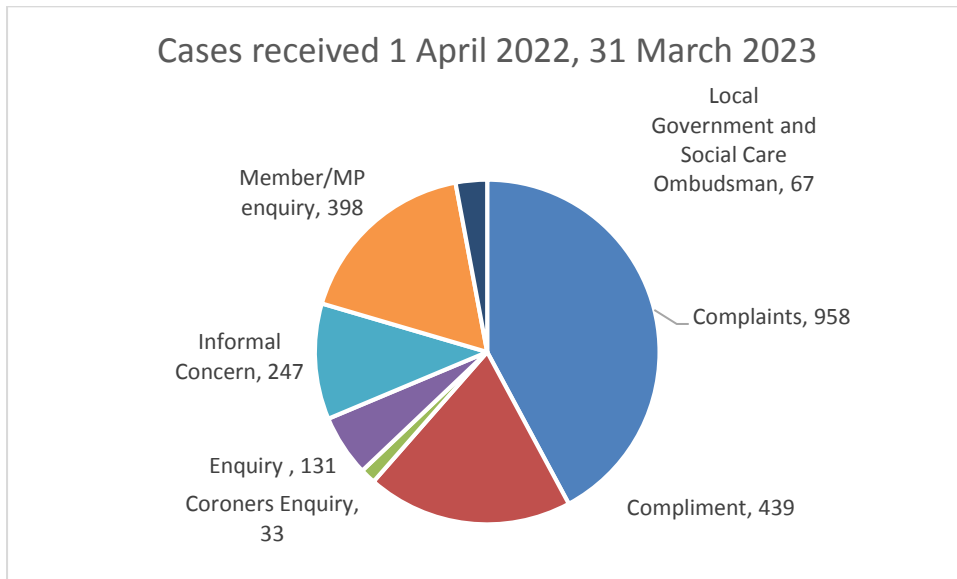
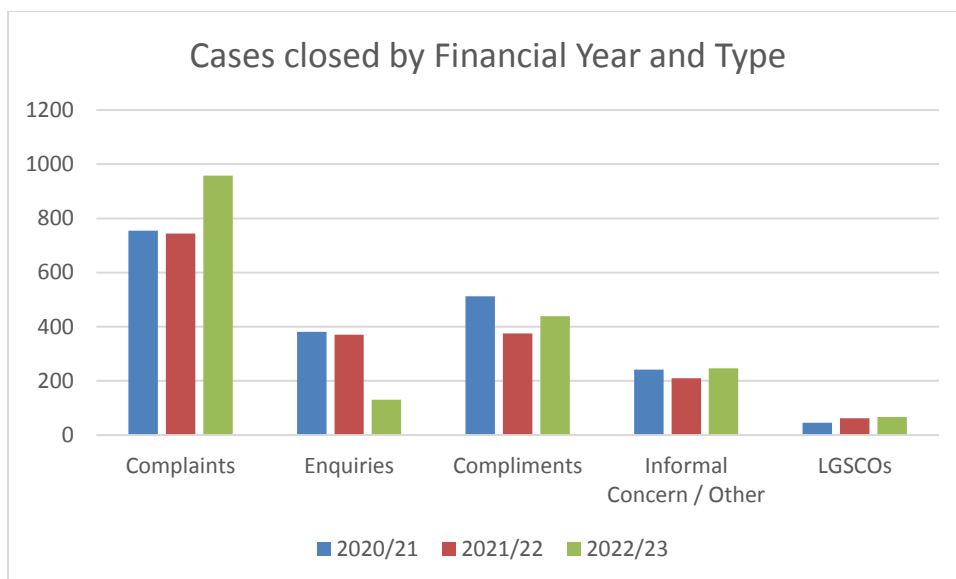


Appendix 1 – Statistical Data for Annual Complaints Report 2022/23

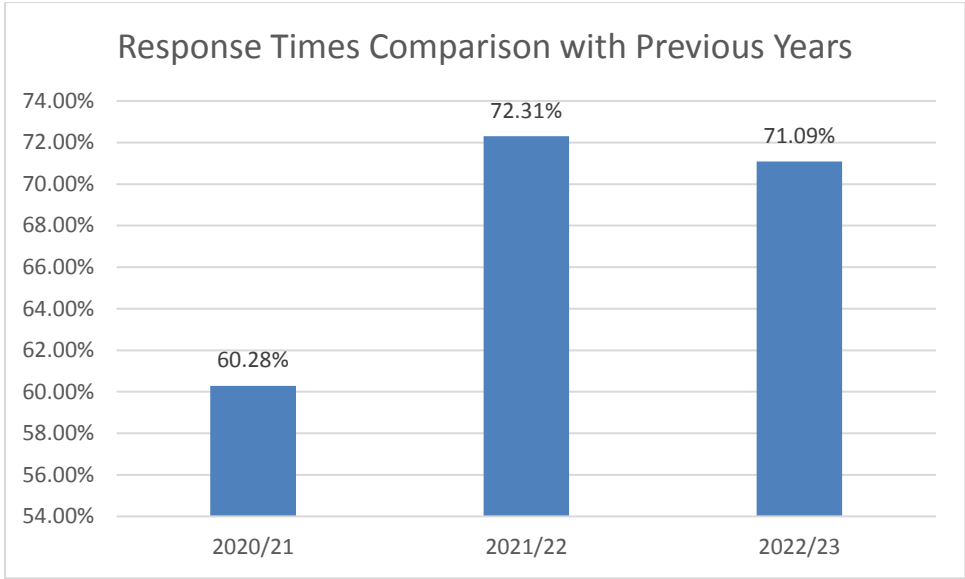


Case type	Total
Complaints	958
Compliment	439
Coroners Enquiry	33
Enquiry	131
Informal Concern	247
Member enquiry	398
LGSCO	67



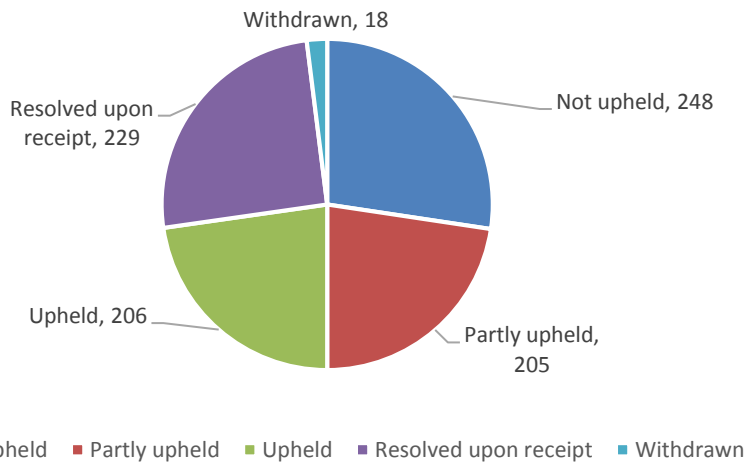
Year	2020/21	2021/22	2022/23
Complaints	754	744	958
Enquiries	381	370	131
Compliments	512	375	439
Informal Concern / Other	242	210	247
LGSCOs	45	62	67

Responses for Closed Cases in 2022/23	Total
Response within target	642
Late Response	264
Open/Suspended	
Total	906
Percentage Within Target	71%



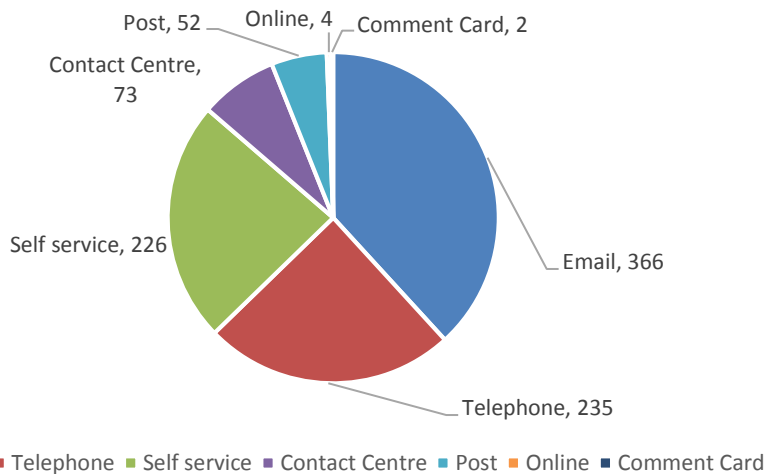
2020/21	60.28%
2021/22	72.31%
2022/23	71.09%

Complaint outcomes

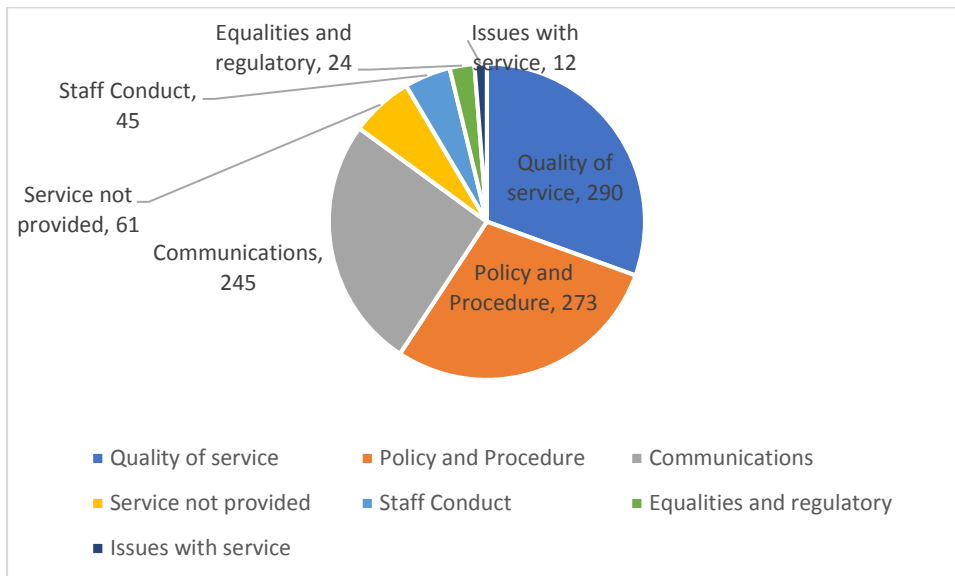


Decision	No of cases	%
Not upheld	248	25%
Partly upheld	205	21%
Upheld	206	23%
Resolved upon receipt	229	28%
Withdrawn	18	2%
Total	906	

Method of contact for Complaints



Method	Total
Email	366
Telephone	235
Self service	226
Contact Centre	73
Post	52
Online	4
Comment Card	2
Total	958



*Some complaints have multiple problem categories.

Problem	Total	Upheld/ partly upheld
Quality of service	290	102
Policy and Procedure	273	137
Communications	245	103
Service not provided	61	31
Staff Conduct	45	18
Equalities and regulatory	24	8
Issues with service	12	8