

Appendix A – Directorate overview of Customer Feedback Received

Children, Young People and Education

All Feedback Reported

	Complaints (Stage One)	Comments	Compliments	Resolved Local Government and Social Care Ombudsman enquiries & complaints
2025/26	1447	4	149	234
2024/25	1266	40	36	195
2023/24	1164	21	40	186

The below table compares the number of complaints received in 2025/26 with those received in 2023/24 and 2024/25

Service	2023/24	2024/25	2025/26
Integrated Children's Services	397	452	540
Education (includes Community Learning & Skills)	145	153	162
SEN & Disabled Children's Services	607	638	721
Corporate Directors Office (includes The Education People)	15	18	17
Early Help and Preventative Services	0	2	3
Commissioning	0	3	4
Total Complaints	1164	1266	1447

Performance in timescale

	2024/25	2025/26
In timescale	474	365
Late	871	1031
Average days to complete	72.4	58

Delay reasons

	Workload	Complex case	Sign off delay
2025/26	877	46	36
2024/25	750	22	46
% of total complaints closed by CYPE	86%	5%	4%

LGSCO breakdown

	Upheld	Not upheld	Closed: out of jurisdiction/ no further action or withdrawn	Premature	Total
2025/26	40	4	91	99	234
2025/24	50	7	64	74	195

	Detailed investigation		Closed after initial enquiries	Premature/ incomplete	Total
	Upheld	Not upheld			
Children Social Work Services	7	0	41	31	79
Kent Test/School Admission appeals	0	1	8	0	9
Home to School Transport/Free School Meals	0	0	16	4	20
Special Educational Needs	32	3	26	46	107
The Education People	1	0	0	0	1
Community Learning and Skills	0	0	0	0	0
Closed by LGSCO – not sent to KCC				18	18
Total	40	4	91	99	234

Growth, Environment and Transport

All Feedback Reported

	Complaints (Stage one)	Comments	Compliments	Resolved Local Government and Social Care Ombudsman enquiries & complaints*
2025/26	3256	299	913	38
2024/25	2932	3194	909	40
2023/24	3157	1233	702	33

The below table compares the number of complaints received in 2025/26 with those received in 2023/24 and 2024/25

Service	2023/24	2024/25	2025/26
Environment & Circular Economy	73	103	108
Growth & Communities	96	68	95
Highways and Transportation	2565	2267	2474
Household Waste Recycling Centres	235	323	280
Libraries, Registrations and Archives	187	171	299
GET Corporate Directors Office	1	0	0
Total Complaints	3157	2932	3256

Performance in timescale

	2024/25	2025/26
In timescale	2627	2738
Late	355	502
Average days to complete	11.3	13.6

Delay Reasons

	Workload	Staff absent or unavailable	Sign off delay
2025/26	305	66	45
2024/25	211	48	12
% of total complaints closed by GET	63%	14%	9%

LGSCO breakdown

	Upheld	Not upheld	Closed: out of jurisdiction/no further action or withdrawn	Premature	Total
2025/26	0	0	31	7	38
2025/24	0	1	37	2	40

	Detailed Investigation		Closed after initial enquiries	Premature	Total
	Upheld	Not upheld			
Environment & Waste	0	0	1	0	1
Growth and Communities (inc LRA)	0	0	1	2	3
Highways & Transportation	0	0	29	5	34
Total	0	0	31	7	38

Adult Social Care and Health

All Feedback Reported

	Complaints (Stage One)	Comments	Compliments	Resolved Local Government and Social Care Ombudsman enquiries & complaints*
2025/26	1160	0	596	66
2024/25	1064	0	615	47
2023/24	992	0	553	75

The below table compares the number of complaints received in 2025/26 with those received in 2023/24 and 2024/25

Service	2023/24	2024/25	2025/26
Adult Social Care and Health	992	1064	1160
Total Complaints	992	1064	1160

Performance in timescale

	2024/25	2025/26
In timescale	657	552
Late	422	567
Average days to complete	23.5	30.8

Delay reasons

	Workload	Complex case	Sign off delay
2025/26	212	187	51
2024/25	180	123	32
% of total complaints closed by ASCH	40%	35%	10%

LGSCO breakdown

	Upheld	Not upheld	Closed: out of jurisdiction/ no further action or withdrawn	Premature	Total
2025/26	18	5	32	11	66
2025/24	13	5	23	6	47

Chief and Deputy Chief Executive's departments

All Feedback Reported

	Complaints (Stage One)	Comments	Compliments	Resolved Local Government and Social Care Ombudsman enquiries & complaints*
2025/26	117	103	19	11
2024/25	130	378	40	9
2023/24	173	514	23	7

The below table compares the number of complaints received in 2025/26 with those received in 2023/24 and 2024/25

Service	2023/24	2024/25	2025/26
Finance (includes Insurance)	47	30	25
Governance, Law and Democracy	31	15	36
Infrastructure	32	16	15
Marketing and Resident Experience	36	63	23
People Operations	18	0	4
Strategy, Policy, Relationships and Corporate Assurance	3	5	14
Strategic Commissioning (includes Public Health)	6	1	0
Total Complaints	173	130	117

Performance in timescale

	2024/25	2025/26
In timescale	114	100
Late	32	18
Average days to complete	35.3	14.2

Delay reasons

	Staff absent or unavailable	Workload	Sign off delay
2025/26	6	4	3
2024/25	2	11	8
% of total complaints closed by CED/DCED	38%	25%	19%

LGSCO breakdown

	Upheld	Not upheld	Closed: out of jurisdiction/no further action or withdrawn	Premature	Total
2025/26	0	0	8	3	11
2025/24	0	0	7	2	9