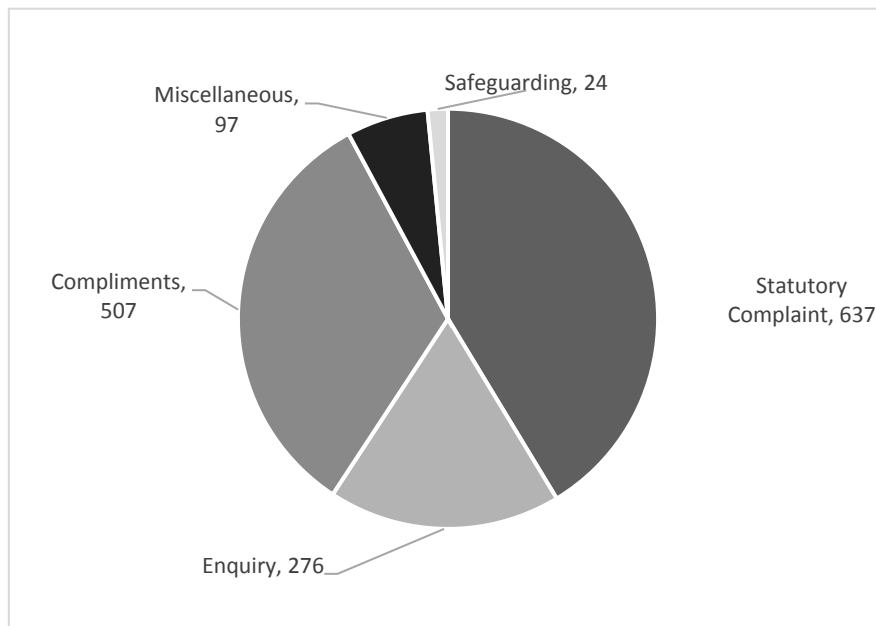


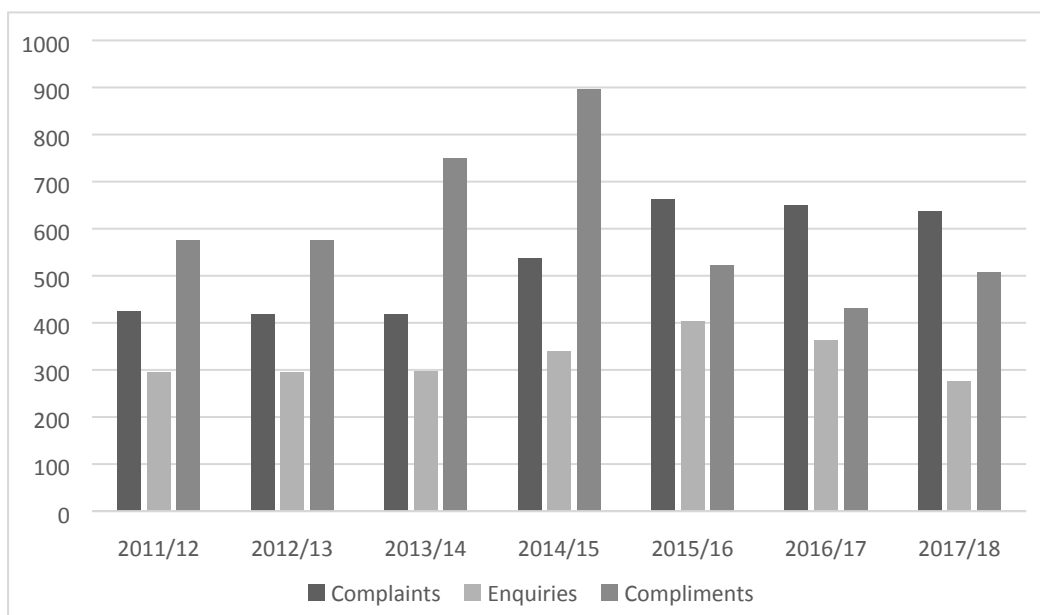
Appendix 1

Complaints and Enquiries Received 1 April 2017 – to 31 March 2018



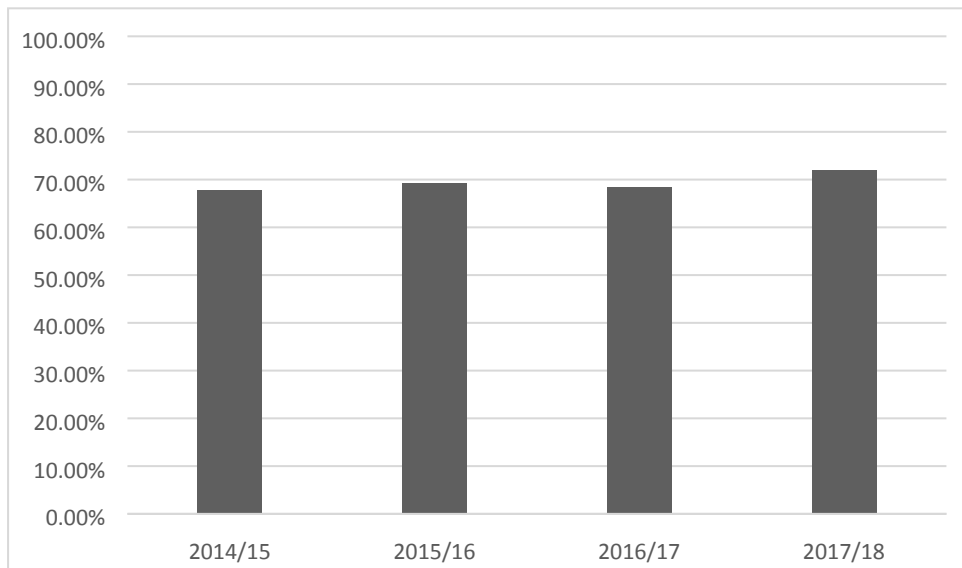
Statutory Complaint	637
Enquiry	276
Compliments	507
Miscellaneous	97
Safeguarding	24

Comparison with previous years



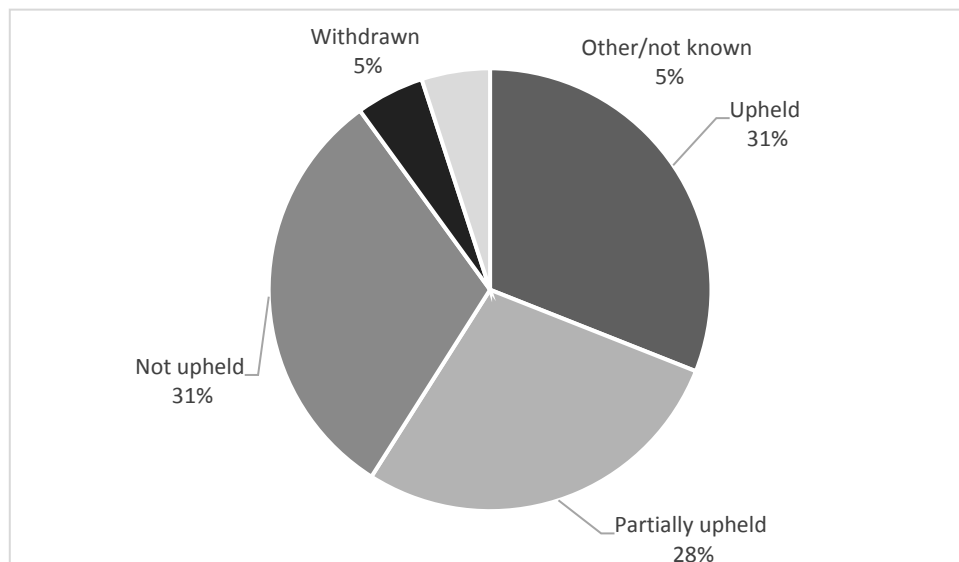
Year	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Complaints	425	417	417	538	662	649	637
Enquiries	295	295	296	340	403	362	276
Compliments	575	575	750	896	523	430	507

Complaints Response Times with a 20-day target.



2014/15	67.8%
2015/16	69.2%
2016/17	68.4%
2017/18	72%

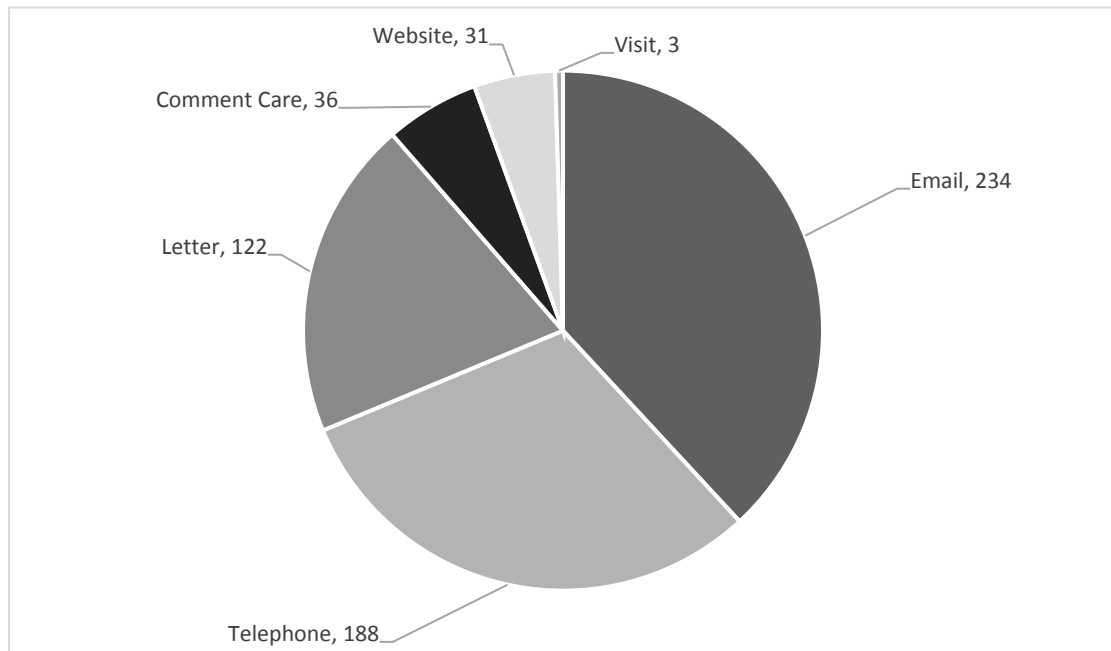
Complaints Outcomes



Upheld	31%
Partially Upheld	28%
Not Upheld	31%
Withdrawn	5%
Other/Not known	5%

Appendix 1

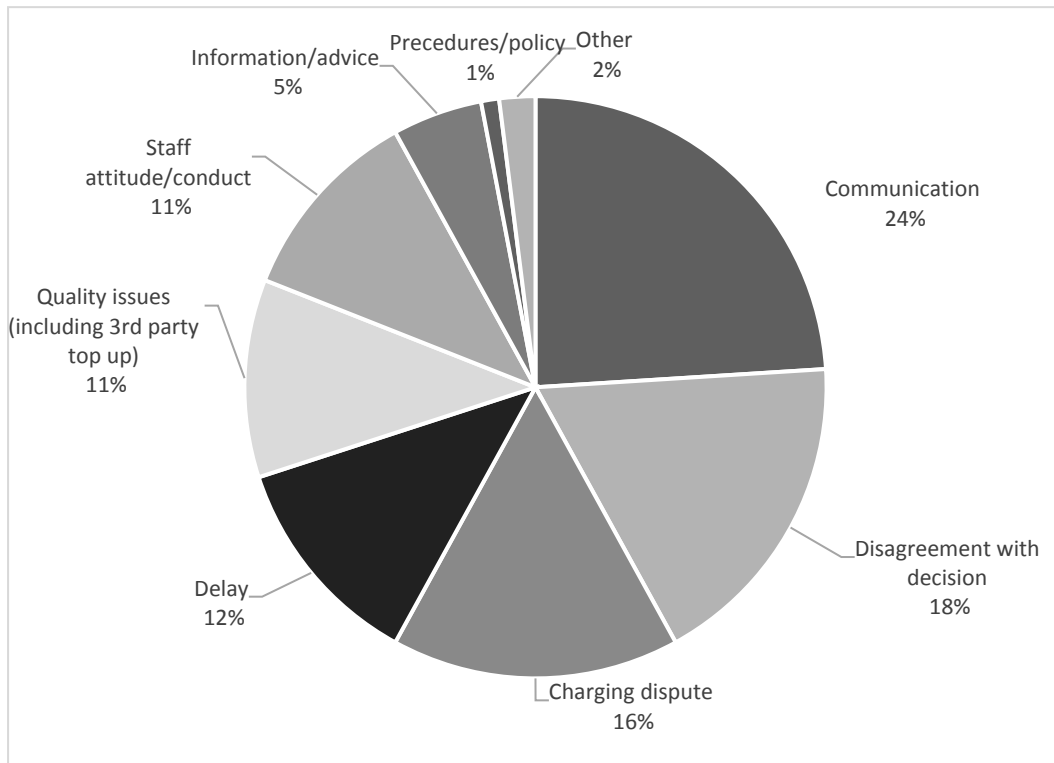
Complaints Method of Contact



e-mail	234
Telephone	188
Letter	122
Comment Card	36
Website	31
Visit	3

Appendix 1

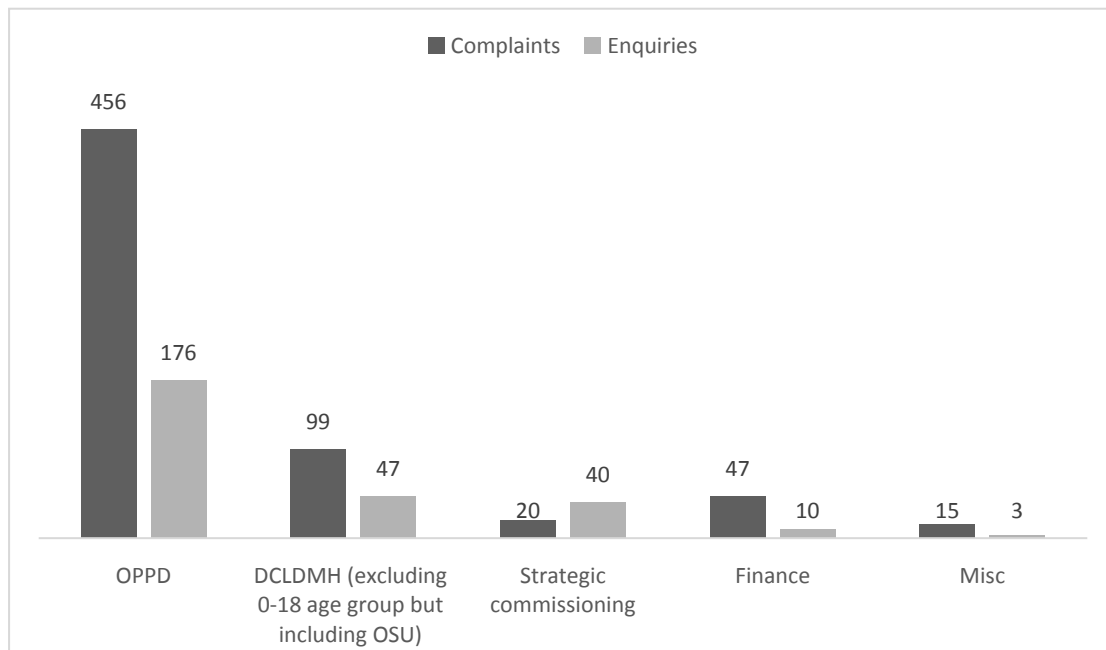
Main themes arising from complaints (provided as percentages for the broad themes as changes were made to the detailed to individual categories part way through the year when there was a change of database).



Communication	24%
Disagreement with decision	18%
Charging	16%
Delay	12%
Quality Issues (including 3 rd party provision)	11%
Staff attitude/conduct	11%
Information/Advice	5%
Procedures/policy	1%
Other	2%

Appendix 1

Main Division the Complaints and Enquiries Related To:



	Complaints	Enquiries
OPPD	456	176
DCLDMH (excluding 0-18 age group but including OSU)	99	47
Strategic Commissioning	20	40
Finance	47	10
Miscellaneous	15	3