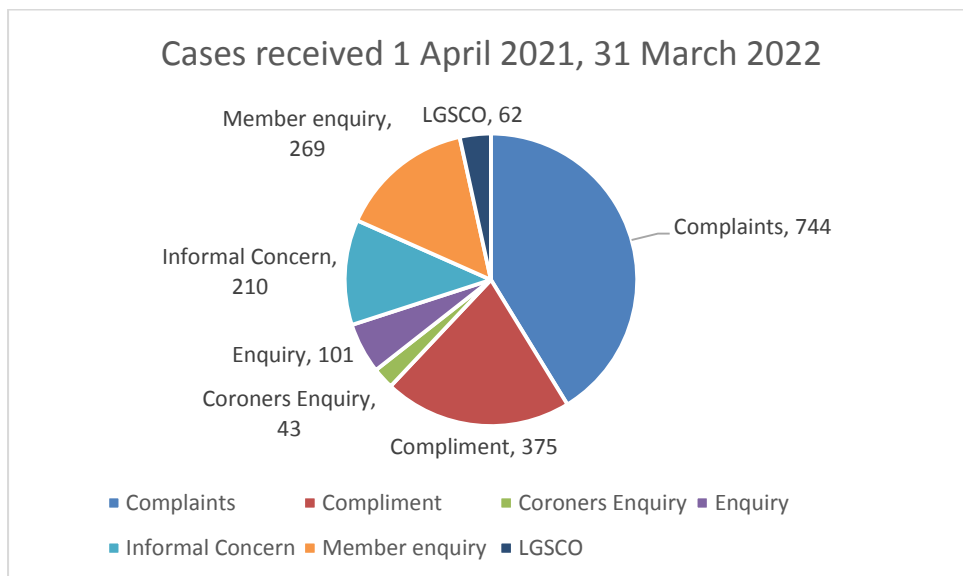
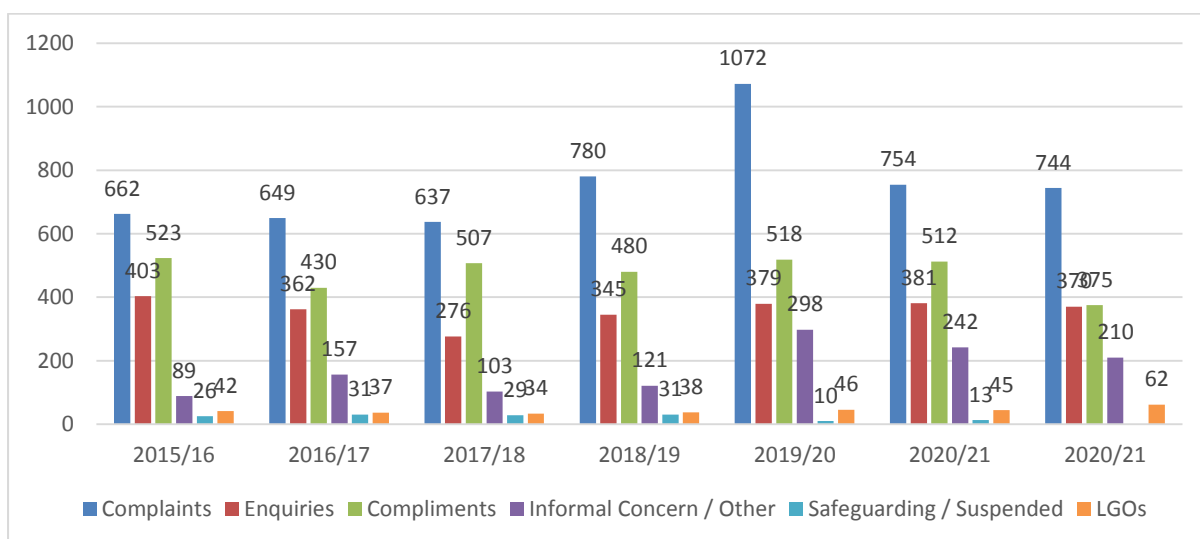


Statistical Data for Annual Complaints Report 2021/22



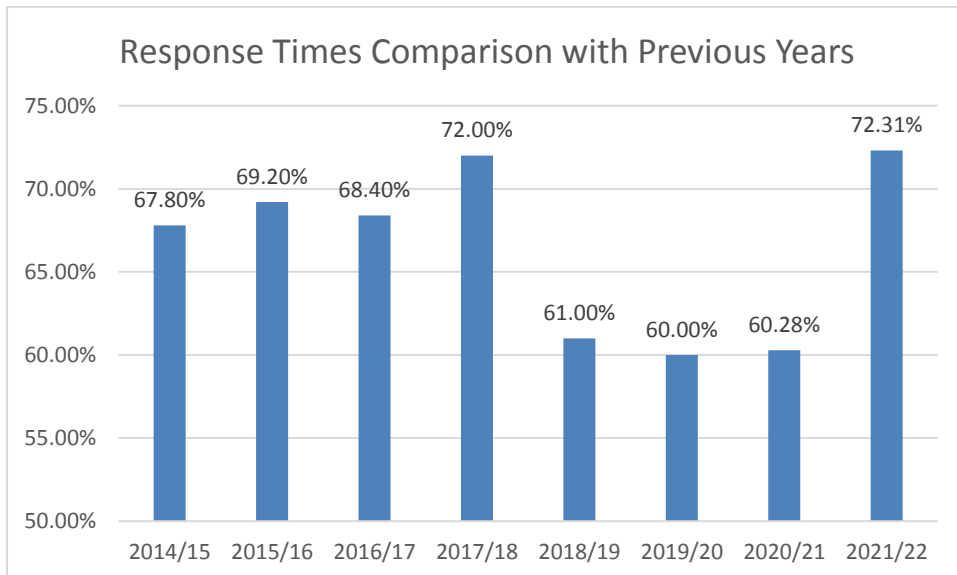
Case type	Total
Complaints	744
Compliment	375
Coroners Enquiry	43
Enquiry	101
Informal Concern	210
Member /MP enquiry	269
Local Government and Social Care Ombudsman (LGSCO)	62



Appendix 1

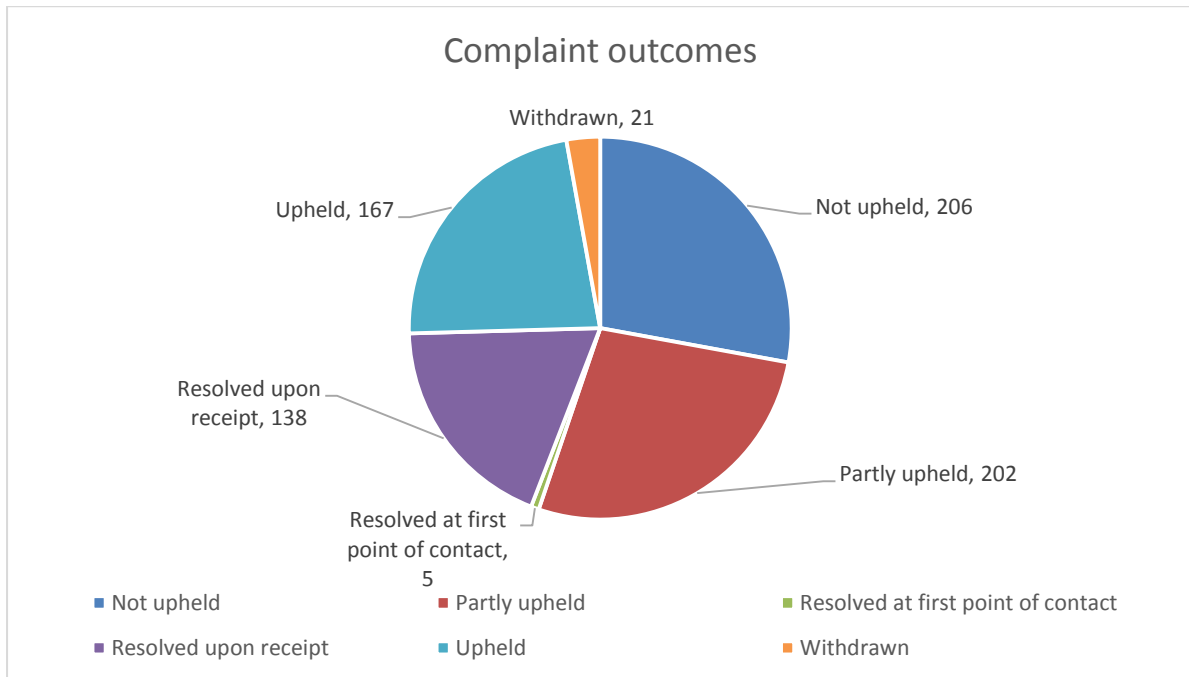
Year	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Complaints	662	649	637	780	1072	754	744
Enquiries	403	362	276	345	379	381	370
Compliments	523	430	507	480	518	512	375
Informal Concern / Other	89	157	103	121	298	242	210
Safeguarding / Suspended	26	31	29	31	10	13	
LGSCOs (all enquiries) Full investigation	42	37	34	38	46	45	(62) 39

Responses for Closed Cases in 2021/22	Total
Response within target	538
Late Response	206
Open/Suspended	
Total	744
Percentage Within Target	72%



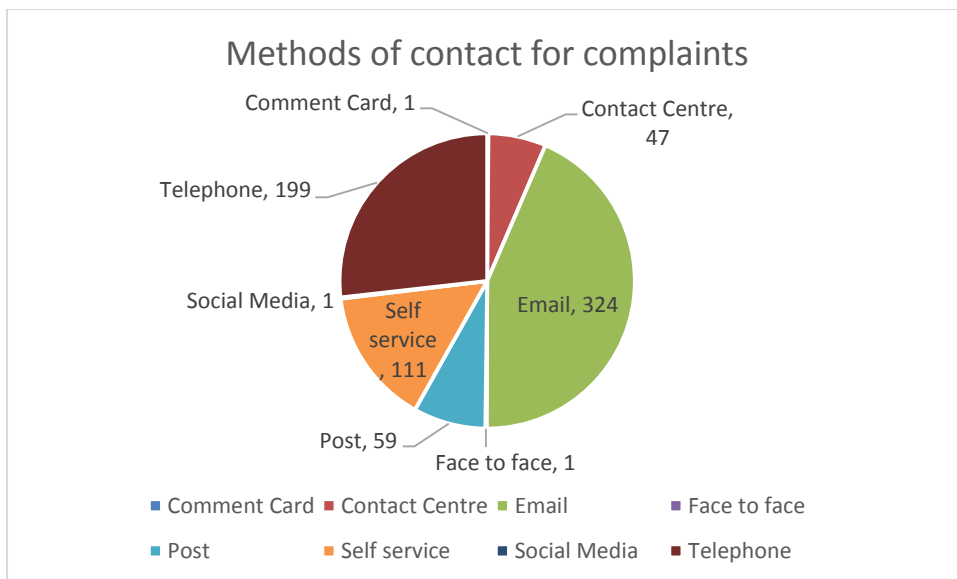
Appendix 1

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%
2021/22	72.31%

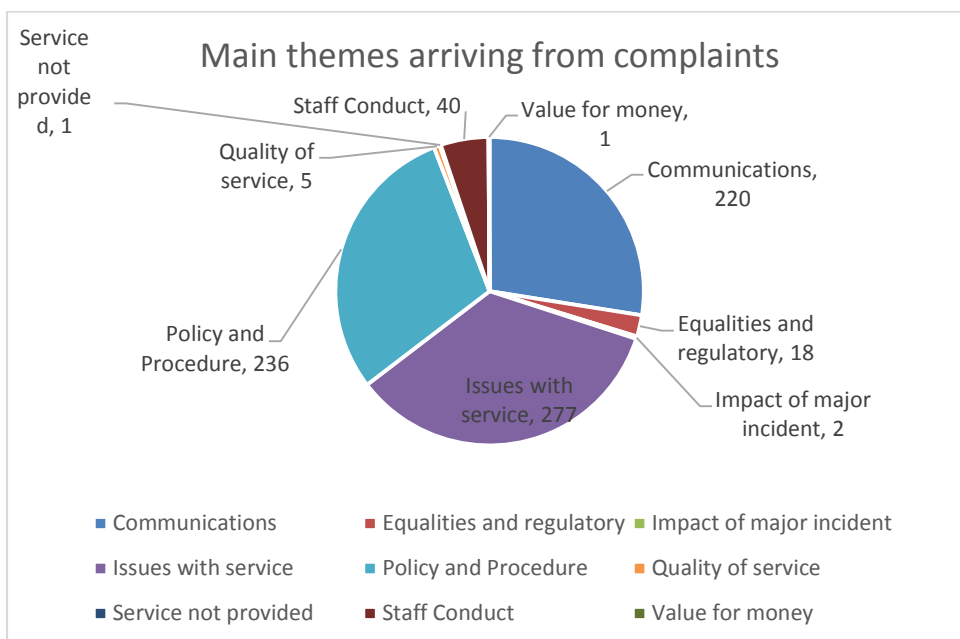


Decision	No of cases	%
Not upheld	206	28%
Partly upheld	202	27%
Upheld	167	23%
Resolved upon receipt	138	19%
Withdrawn	21	3%
Resolved at first point of contact	5	1%
Total	743	

Appendix 1



Method	Number of cases
Email	324
Telephone	199
Self service	111
Post	59
Contact Centre	47
Comment Card	1
Face to face	1
Social Media	1
Total	744



Appendix 1

*Some complaints have multiple problem categories.

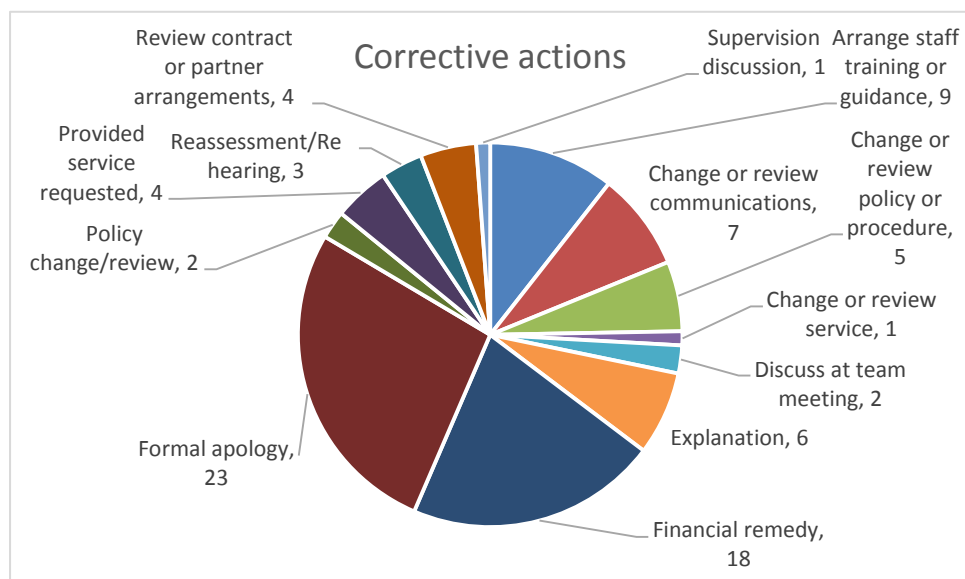
Problem	Total	Upheld/partly upheld	% of total complaints
Issues with service/ quality of service	277	157	20
Policy and Procedure	236	117	15
Communications	220	101	13
Staff Conduct	40	18	2
Equalities and regulatory	18	6	1
Impact of major incident	2	1	0
Service not provided	1	1	0
Value for money	1	0	0
Total	795		

Appendix 1

Local Government and Social Care Ombudsman (LGSCO)

Details for Cases CLOSED in the 1 April 2021 to 31 March 2022

Decision	Cases
Upheld: Maladministration and Injustice	16
Not upheld: No Maladministration	15
Closed after initial enquiries - no further action	11
Closed after initial enquiries - out of jurisdiction	8
Upheld: Maladministration, No further action	5
Referred back for local resolution	4
Not upheld: No further action	1
Report issued: Maladministration and Injustice	1
Upheld: Maladministration, No Injustice	1
Total	62



Appendix 1

Corrective Action	Total	%
Formal apology	23	27%
Financial remedy	18	21%
Arrange staff training or guidance	9	11%
Change or review communications	7	8%
Explanation	6	7%
Change or review policy or procedure	5	6%
Provided service requested	4	5%
Review contract or partner arrangements	4	5%
Reassessment/Rehearing	3	4%
Discuss at team meeting	2	2%
Policy change/review	2	2%
Change or review service	1	1%
Supervision discussion	1	1%
Total	85	

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