2019-2020

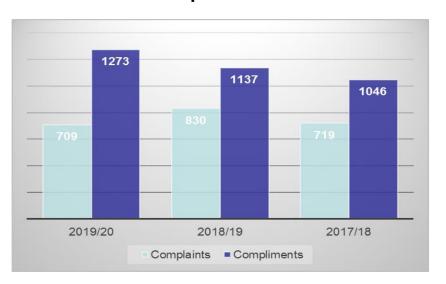
Complaints Received Compliments Received



Stage 1 Response Timescales



3 Year comparison of Complaints & Compliments



Complaints Comparison

2018/19 830

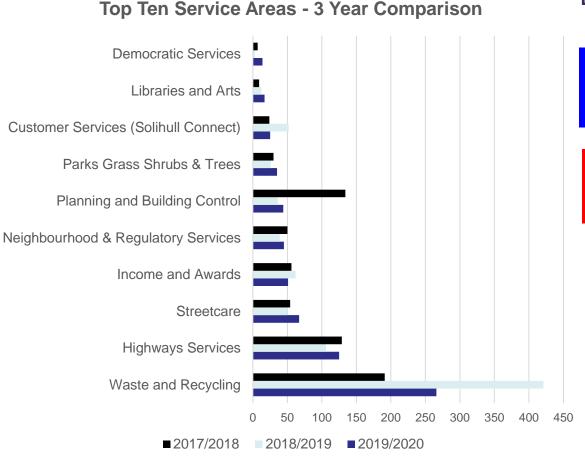
2019/20 709

Complaints received decreased by

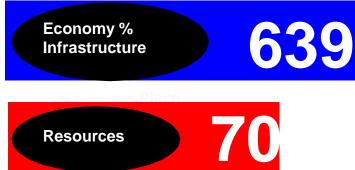


In comparison to 2018/2019 a decrease has been seen in the number of complaints received.



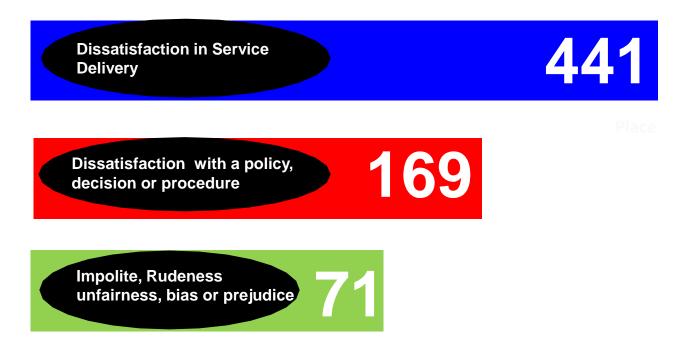


Complaints Breakdown by Directorate



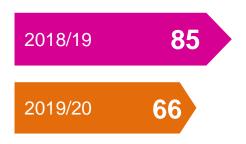


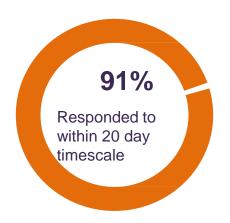
Top 3 Category of Complaints





Stage 2 Complaints Comparison for 2019/2020





LGSCO Enquiries for 2019/2020







Annual Figures decreased by 8 Local Government and Social Care Ombudsman Enquiries for 2019/2020 compared to 2018/19.



Top 3 Categories of Learning

Improve revised service delivery process

283

Place

Comments included in review of how we apply policies, decisions and procedures

199

Impolite, Rudeness unfairness, bias or prejudice

172

