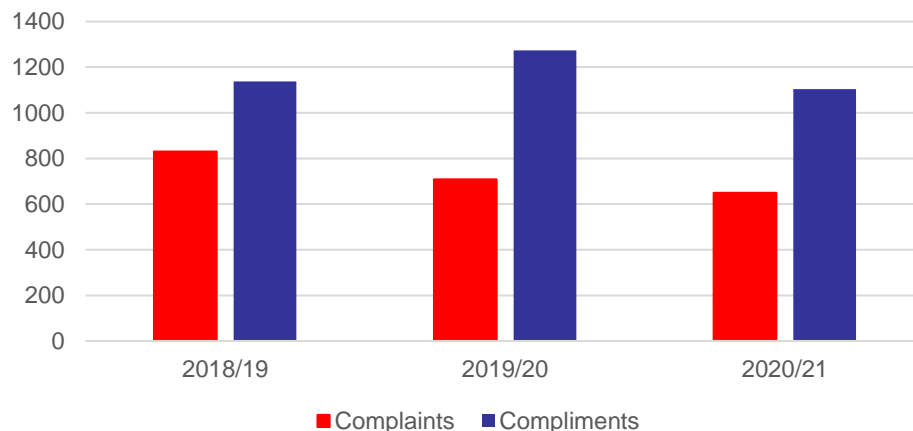


# Annual Corporate Customer Feedback 2020-2021

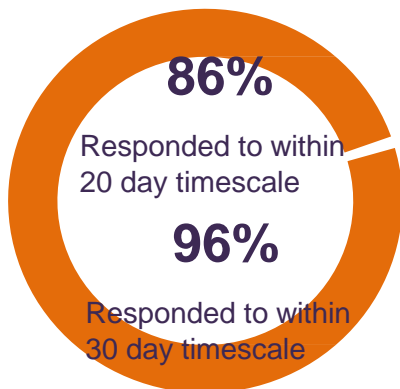
Complaints Received   Compliments Received



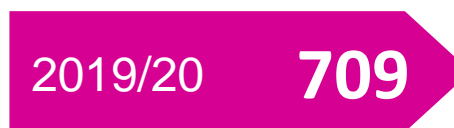
### 3 year comparison of Complaints & Compliments



### Stage 1 Response Timescales



### Complaints Comparison



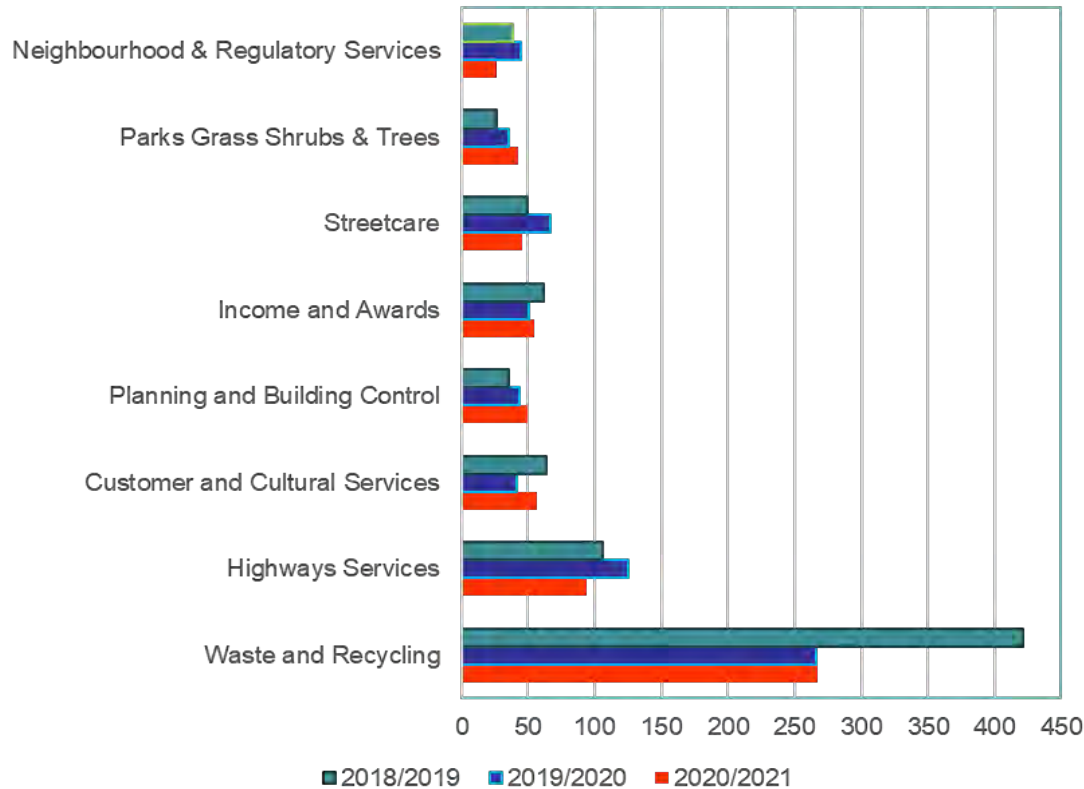
### Complaints received decreased by



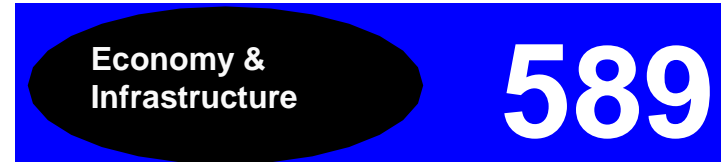
*In comparison to 2019/2020 a decrease has been seen in the number of complaints received.*

# Annual Corporate Customer Feedback 2020-2021

Top Service Areas - 3 Year Comparison



## Complaints Breakdown by Directorate



# Annual Corporate Customer Feedback 2020-2021

## Top 3 Category of Complaints

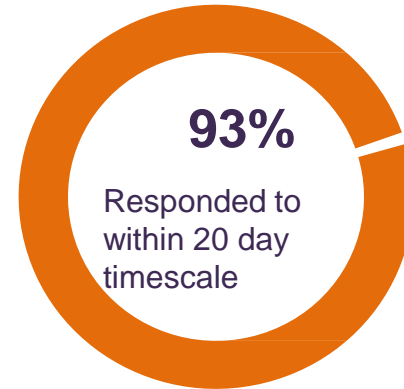
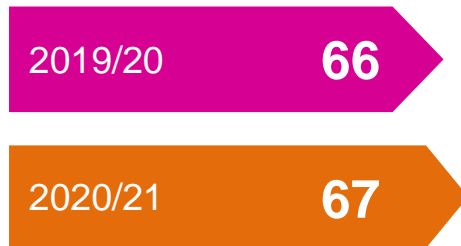


## Top 3 Category of Learning

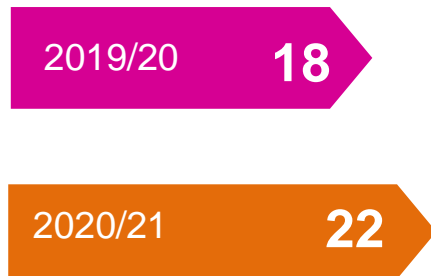


# Annual Corporate Customer Feedback 2020-2021

## Stage 2 Complaints Comparison



## LGSCO Enquiries



**19**

**Not Upheld**  
(Council not at fault)

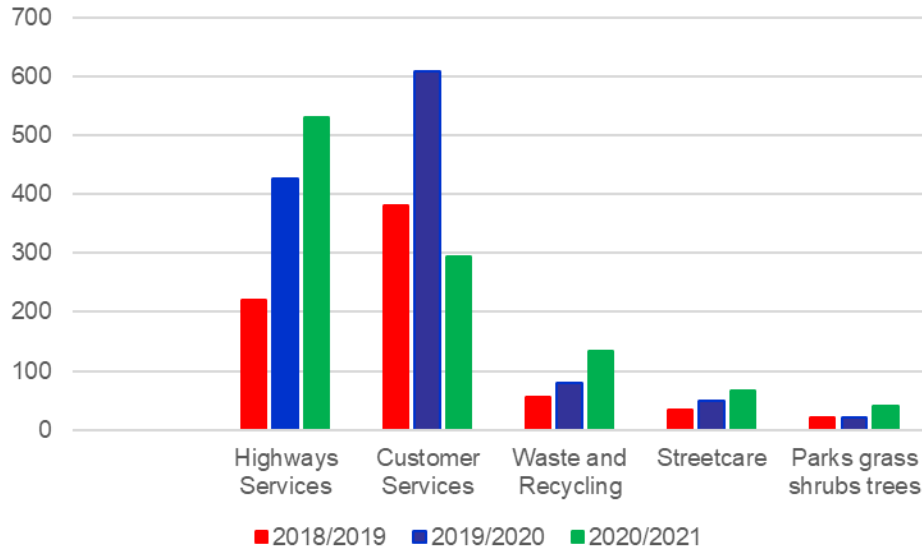
**3**

**Upheld**  
(Council at fault)

**Annual Figures increased by 4 Local Government and Social Care Ombudsman Enquiries for 2020/2021 compared to 2019/2020.**

# Annual Corporate Customer Feedback 2020-2021

Top five Compliments by Service Area –  
three year comparison



Categories of Compliments by three year  
comparison

