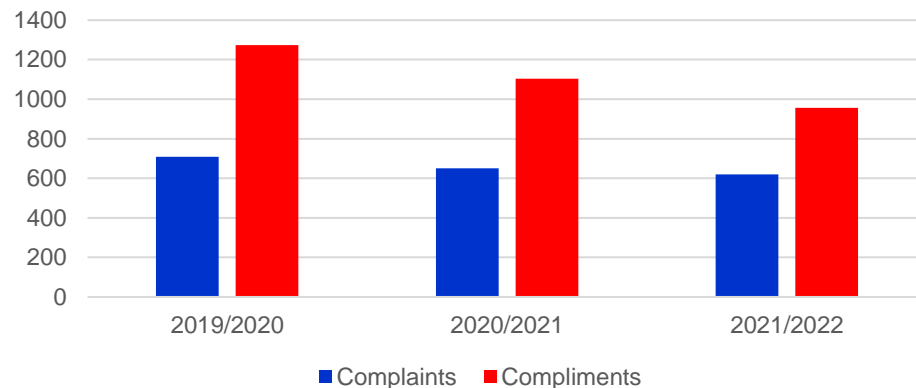


Annual Corporate Customer Feedback 2021-2022

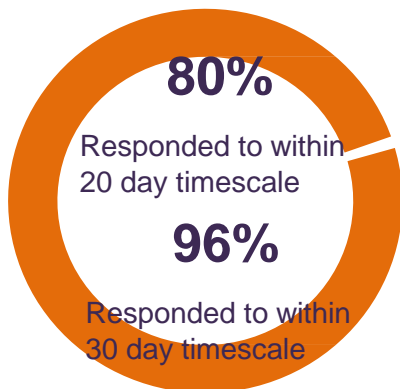
Complaints Received Compliments Received



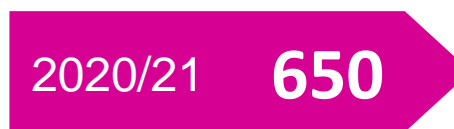
Complaints & Compliments - Three year comparison



Stage 1 Response Timescales



Complaints Comparison



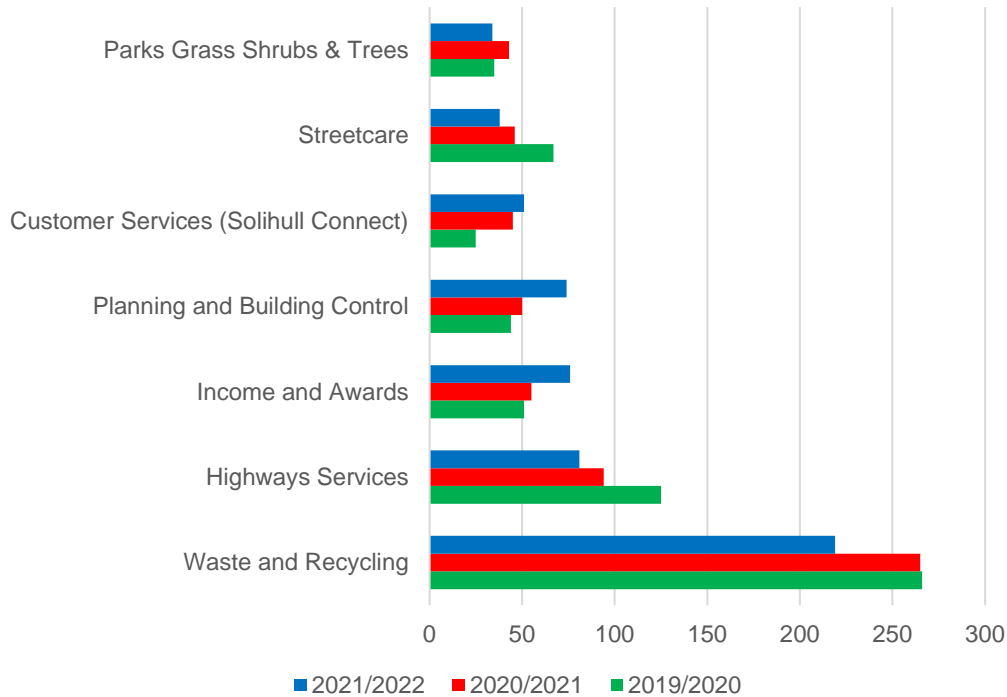
Complaints received decreased by



In comparison to 2020/2021 a decrease has been seen in the number of complaints received.

Annual Corporate Customer Feedback 2021-2022

Top service Area for Complaints - Three year comparison



Complaints Breakdown by Directorate 2021-2022



Annual Corporate Customer Feedback 2021-2022

Top 3 Category of Complaints

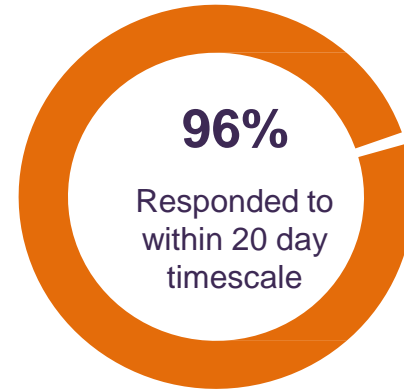
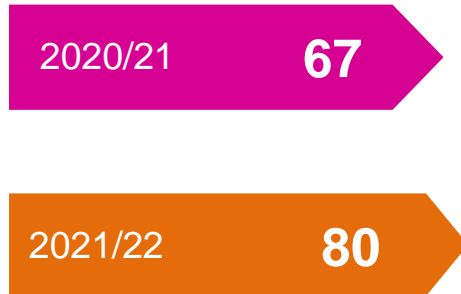


Top 3 Category of Learning

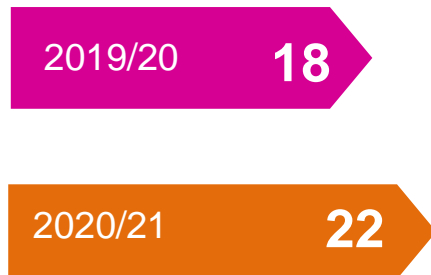


Annual Corporate Customer Feedback 2021-2022

Stage 2 Complaints Comparison



LGSCO Enquiries



Not Upheld
(Council not
at fault)

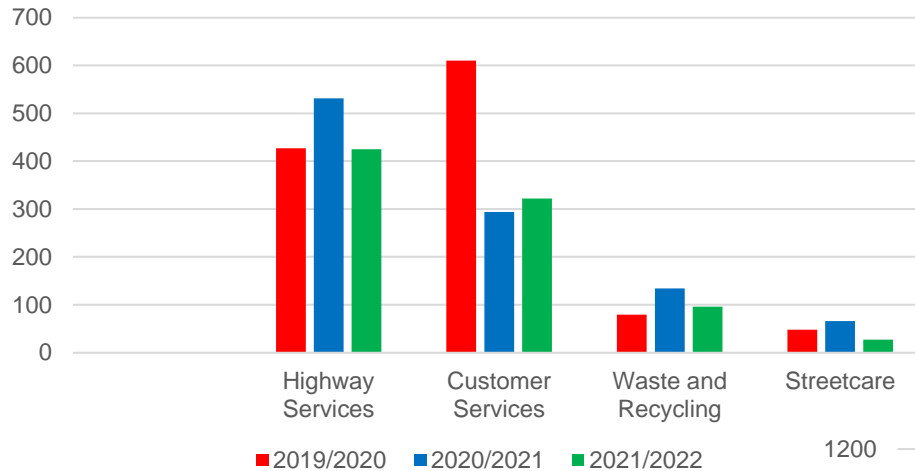


Upheld
(Council at
fault)

**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

Compliments by Service Area - Top Five



Categories of Compliments - Three year comparison

