



Annual Corporate Customer Feedback Report

2024/2025

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Version Control

Version Number	Description	Date
0.1	Draft report to Angie Pretty to review as Head of Service	24/07/25
0.2	Draft report to Heads of Services	29/07/25
0.3	Draft report to Equality and Diversity	27/08/25
0.4	Draft report to Finance	27/08/25
0.5	Draft report to AP to review further amendments	04/09/25
0.6	Draft report to Risk	06/11/25
	Report to Scrutiny Board	24/11/25

1. Introduction

- 1.1 The Council operates a Corporate Complaints policy and procedure which is overseen by the Customer Bereavement & Registration Services Division. Complaints, compliments and comments are managed through the corporate Customer Relationship Management (CRM) system, Oracle Service Cloud. Any member of staff can record complaints and compliments through the corporate intranet using the online form. Customers can log complaints, compliments and comments online or can request them to be recorded through their preferred access channel.
- 1.2 Service Cloud holds records of all complaints, compliments and comments and is used to manage the statuses and timescales of corporate complaint handling within the organisation. The related data is also analysed to identify trends and lessons learned to help us to improve our services and the customers' experience.
- 1.3 Complaints about Adults Social Care and Support and Children's Services, including Children's Special Educational Needs (SEN) are dealt with by the Adults and Children's Complaints Team. There were 54 further corporate complaints; Children's Services (51) and Adults Social Care (three) that were investigated through this team. Further information can be found in the end of year reports for both Children's & Adults Services which can be found by following this link: [Tell us \(solihull.gov.uk\)](https://www.solihull.gov.uk/tell-us)
- 1.4 Complaints about Council housing landlord services are handled by our Arm's Length Management Company, Solihull Community Housing (SCH), including liaison with the Housing Ombudsman. The complaints process operated by SCH is in line with the requirements of the Housing Ombudsman's Complaints Handling Code. The SCH complaints statistics are summarised in the Tenant's Annual Report which is usually published in the Autumn or Winter edition of the tenant's magazine. SMBC ensures that SCH complies with the Housing Ombudsman's Complaints Handling Code.

2. Corporate Complaint Process

- 2.1 The Corporate Complaints policy is reviewed and updated annually. The procedure is as follows:
 - **Stage one**, complaints are investigated and responded to by the appropriate service area. Complaints should be responded to within a maximum of 20 working days. Where complaints are considered more complex, with the agreement of the customer and of the appropriate Head of Service or Complaints team, a complaint may be responded to within 30 working days.
 - **Stage two**, if a customer remains dissatisfied with the response that has been given, a complaint is escalated to the final stage of the complaint's procedure. The appropriate Head of Service or senior officer will review the complaint and the stage one response and respond to the customer within 10 working days or for more complex

complaints within 20 working days, in agreement with the customer.

- 2.2 Further to the launch of the complaints handling framework in February 2024 by The Local Government Social Care Ombudsman (LGSCO). Solihull Council implemented the changes from April 2025 and will report on these in the annual report 2025/2026. For more information follow this link: [Complaint Handling Code - Local Government and Social Care Ombudsman](#)

3. Summary of complaints and compliments

- 3.1 741 complaints were received for 2024/2025, an increase of 113 complaints (18%) compared to the previous year when 628 were received.
- 3.2 Of the 741 complaints received, 103 (13.9%) progressed to the second and final stage of the complaint's procedure compared to 76 (12.1%) in 2023/2024.
- 3.3 The complaints team review all complaints logged and it was identified that a further 312 (29.6%) complaints had been logged which had been cancelled and were recorded as service requests with the agreement of the customer.
- 3.4 The council's website includes a copy of the Complaints and Feedback Policy and information about how to complain. The website uses ReciteMe software that enables the user to change background colours, font sizes, have the information read and translated into various languages. Those with the necessary authority, such as carers, family members and other advocates, can complain on behalf of vulnerable people.
- 3.5 The preferred access channel for customers to make a complaint continues to be digital, consisting of online forms/emails 474 (64%), telephone 251 (33.9%), post 7 (0.9%), walk in centres 7 (0.9%) and back office 2 (0.3%). Customers are encouraged to use the online methods where possible.
- 3.6 The Council also offers a translation and interpreting service for users of Council services where the first language is not English or due to a disability or impairment, the customer requires alternative formats such as British Sign Language or large print. Although we have had no formal translation or interpretation requests during the year 2024/2025, it is possible that complainants may have used an advocate to understand the process.
- 3.7 Key trends for the year were:
- There has been an increase in complaints.
 - Service areas that provide services to all residents received the most complaints as forecast and reflected in previous years.
 - 63.8% of all customers chose dissatisfaction with service delivery as the main reason for complaints.
- 3.8 921 compliments were received in 2024/2025, compared to 931 for the previous year, a decrease of 10 (1.1%).
- Table one shows complaints and compliments for the last three years. The proportion of complaints compared with compliments is reasonably constant at around 40:60 complaints to compliments.

Table One: Complaints and compliments by year 2022/2023 to 2024/2025

	2022/23	%	2023/24	%	2024/25	%
Complaints	629	39.4	628	40.3	741	44.6
Compliments	969	60.6	931	59.7	921	55.4
Total	1598		1559		1662	

4. Corporate complaints Service Areas Comparison

- 4.1 There has been an increase in complaints for the service areas listed in table two, which gives a comparison over three years:

Table Two: Complaints by service area by year 2022/2023 to 2024/2025

Service Area	2022/23	2023/24	2024/25
Highways Services	142	125	160
Customer Bereavement & Registration Services	81	60	84
Income & Awards	55	62	94
Resources	4	22	30
Democratic Services	4	1	8

- 4.2 It is important to note that Waste & Recycling get the most complaints year on year, see table three, however complaints remain consistent, and the service had no increase for the year 2024/2025.

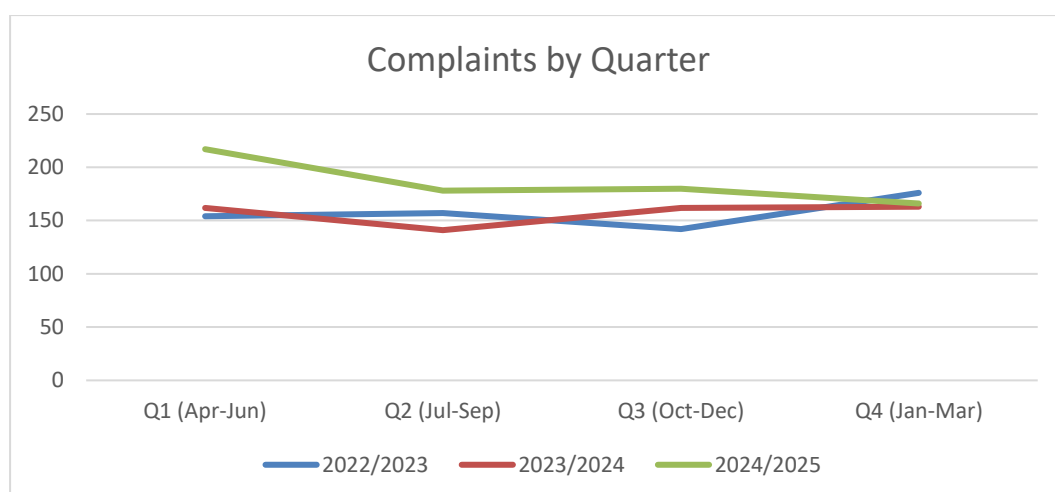
Table Three: Complaints for Waste & Recycling by year 2022/2023 to 2024/2025

Service Area	2022/23	2023/24	2024/25
Waste & Recycling	214	224	207

5. Corporate Complaints Quarterly Service Area Analysis

Analysis has helped us to understand how and when complaints are received, it allows us to monitor the impact on seasonal services and trends in service delivery. To demonstrate this, complaints numbers have been broken down further. Graph One shows complaints received by quarter.

Graph One: Total Number of complaints by Quarter 2022/2025



Further analysis into quarterly data has shown that the following service areas have had an increase:

5.1 Customer Services

This area has had an increase for the contact centre for all four quarters due to various issues:

- Not happy with the way their call had been handled
- Incorrect information given

5.2 Democratic Service

This area does not get a lot of complaints however they had a slight increase in quarters one and two relating to different issues at polling stations.

5.3 Highway Services

In quarter one there was an increase in complaints for Highways Maintenance relating to various issues around roadworks, road closures and general road maintenance.

In quarters one and three there was also an increase for Traffic and Parking – predominantly with issues around parking and enforcement officer's behaviour. The Highways inspections team had a slight increase with no particular trend.

5.4 Income and Awards

In quarter one, two and three there was an increase in complaints for Council tax:

- Delays in Exemption award
- Delays in communication
- General council tax complaints

In quarters one and two there was a slight increase in complaints around benefit assessments.

5.5 Resources

Insurance team had an increase in all quarters with regards to complaints relating to receiving no responses and lack of communication.

5.6 Parks, Shrubs and Trees

In quarter one this area had an increase for Parks, Grass and shrubs:

- Tree roots causing damage
- Maintenance of trees and grass cutting

5.7 Waste & Recycling

In quarters one and two there was an increase in complaints for green waste missed collections due to heavy bins or incorrect items in bins – these relate to the application of our policy, there were also a number of complaints about noisy vehicles at start of collections.

Quarter two had a slight increase for bulky waste collections with no particular trend.

5.8 Streetcare

In quarters one, two and three there were several complaints about Veolia's crew behaviour and non-maintenance of areas.

In quarter four these complaints decreased.

6. Key Council Activities 2024-2025

To help put the level of complaints into context, table four shows some of the activities undertaken by key service areas which tend to be the subject of complaints, with the number of complaints received.

Table Four: Key Activities 2024-2025

Service Areas	Activity level	No. of Complaints
Waste & Recycling <ul style="list-style-type: none"> Household waste & recycling collections Bulky Waste available collections Visitors to Household Waste Recycling Centre 	<p>9,397,080</p> <p>5,570</p> <p>139,129</p>	<p>186 (0.002%)</p> <p>10 (0.18%)</p> <p>11 (0.008%)</p>
Income & Awards <ul style="list-style-type: none"> Council tax bills issued New HB claims paid New CTR claims paid 	<p>175,423</p> <p>776</p> <p>2,509</p>	<p>94 (0.05%)</p>
Streetcare <ul style="list-style-type: none"> Maintained grass (m²) Maintained hard ground (m²) 	<p>8.5million m2</p> <p>4.2million m2</p>	<p>60 (% N/A)</p>
Planning & Building Control <ul style="list-style-type: none"> Planning Applications Building Control Applications Initial Notices* 	<p>2,260</p> <p>961</p> <p>866</p>	<p>26 (0.64%)</p>
Customer & Cultural Services Solihull Connect Number of contacts by channel <ul style="list-style-type: none"> Contact Centre Walk in Centres Digital: Email/ Webforms/ Chat Cemeteries & Crematoria <ul style="list-style-type: none"> Cremations/burials & Cremated remains burials Memorial headstone permits Scatters Grave reserves Reassignments Memorial sales Registration Service <ul style="list-style-type: none"> Birth, Death & marriage Regs. Births registered on behalf of Birmingham Registration srvs British Citizenship ceremonies Notice of marriages or civil partnership Copy certificates 	<p>220,659</p> <p>40,111</p> <p>20,865</p> <p>3,319</p> <p>659</p> <p>380</p> <p>101</p> <p>73</p> <p>273</p> <p>2,332</p> <p>358</p> <p>468</p> <p>1,467</p>	<p>29 (0.01%)</p> <p>49 (1.02%)</p> <p>3 (0.07%)</p>

Service Areas	Activity level	No. of Complaints
Libraries & Arts Services • Visitor numbers	517,389	4 (0.001%)
Parks Area of maintained shrubs (m ²)	708,153	38 (0.005%)
Parking Services • Parking spaces maintained • Penalty Charge Notices issued	2,799 30,556	96 (0.29%)
Highway Infrastructure • Potholes filled • Streetlights maintained • Drainage gullies cleansed • Roads resurfaced • Highway Improvement Schemes	1,640 2,049 40,176 24.7 Km.	64 (% N/A)
Highway Management • Highway Permits processed • Traffic Regulation Orders made • Bikeability training courses	14,035 263 8,700	

*Initial Notices are issued by private companies to advise that they have been engaged to manage Building Regulations compliance.

7. Categories of Complaint

7.1 Complaints are categorised so that we can understand why customers complain. The categories for complaints are provided in Table five. The top three reasons continue to remain the same as per previous years:

- Service delivery
- Decision making (policy)
- Impoliteness, rudeness, unfairness, bias or prejudice

Table Five: Categories of complaints

Complaint reason	2022/ 2023	% of Total	2023/ 2024	% of Total	2024/ 2025	% of Total
Dissatisfaction in service delivery	375	59.6	403	64.2	473	63.8
Dissatisfaction with the way we apply policy, a decision or a procedure	155	24.6	120	19.1	162	21.9
Impoliteness, rudeness, unfairness, bias or prejudice	72	11.5	74	11.8	66	8.9
Refusal to answer reasonable questions, misleading or unsuitable advice	25	4.0	24	3.8	33	4.5
Inappropriate use of personal Info.	2	0.3	7	1.1	7	0.9
Total	629	100%	628	100%	741	100

- 7.2 Complaints indicating dissatisfaction with service delivery represented the greatest proportion at 63.8%.
- 7.3 21.9% of complaints related to dissatisfaction with the way policy or a decision was applied.
- 7.4 8.9% (66) complaints were made because of impoliteness and rudeness:
- 19 related to Waste & Recycling for crew behaviour. It is important to note that on investigation we often get a counter report from the crews regarding the complainant's poor behaviour which are often substantiated.
 - 24 for Highway Services for Civil Enforcement Officers (CEOs). All complaints received are carefully monitored and where a pattern appears further action is taken. All CEOs receive training as part of their role and additional refresher training is provided.
 - Where a complaint is regarding a partner or organisation working on behalf of the council, complaints will be jointly investigated and responded to, and any learning is shared.
 - The remaining 23 complaints under this category were spread out across other service areas.
- 7.5 In line with the Council's legal obligations under part seven of the Immigration Act 2016, the Council's complaint procedure has incorporated a measure in which a customer can make a formal complaint to the Council, should any member of the public feel that a customer-facing council officer has insufficient fluency in spoken English in the performance of their role. Since the implementation of the Act, we have received no complaints in relation to this category which is a positive indicator on the quality of English fluency used by staff employed in the team.

8. Complaint Timescales

Table six shows the complaints resolved by complaint stage and timescale.

Table Six: Complaint Resolution Timescales 2024/2025

	Complaints at Stage 1	Complaints at Stage 2
Resolved in 20 days	677	
21 – 30 days	57	
Over 30 days	7	
Stage 2 in 20 days		99
Stage 2 over 20 days		4
Total	741	103

- 8.1 Of the 741 complaints registered at stage one, 677 were responded to within the 20 days, 57 were identified as complex or needed further time to investigate and responded to within 30 days in line with the policy and with the agreement of the complainant. Seven complaints exceeded 30 days and a breakdown by service area is provided in table seven.
- 8.2 There are a number of reasons for a complaint to exceed timescale, this year the complaint delays at stage one were defined as:
- A. Complexity of the complaint: complaint relates to multiple services, requires monitoring, site visit or additional information.
 - B. No recorded reason for delayed response.

Table Seven: Complaints exceeding 30 days at stage one by Service Area

Service Area Team	Sub Area	Total out of SLA	A	B
Highways Services	Traffic & Parking	3		3
Income & Awards	Council Tax	1	1	
Customer Bereavement & Registration Services	Bereavement service (2), Connect Contact Centre (1)	3	3	

- 8.3 Of the 103 complaints escalated to stage two, 99 were responded to within 20 days with four complaints that took longer. A breakdown by service area and reasons for exceeding timescale is provided in table eight.

Table Eight: Complaints exceeding 20 days at stage two by Service Area

Service Area Team	Sub Area	Total out of SLA
Customer Bereavement & Registration Services	Bereavement Services	1
Income & Awards	Benefits Assessment	1
Regulatory Services	Licensing/Environment Health	2

- 8.4 The four complaints that exceeded timescales were monitored and the complaints team continued to work with all areas to ensure responses were sent out and customers were kept informed. They were all complex and required either a site visit, further evidence or input from other areas before the stage two response could be sent out.
- 8.5 If at stage one or two a complaint is more complex, the deadline can be extended and should be negotiated with the customer and agreed by the Corporate Complaints Lead.
- 8.6 The complaints team monitor all complaint timescales to identify those approaching target completion, reminders are sent out through the complaints

system. The complaints team will liaise with the relevant co-ordinators or investigating officer/Head of Service where timescales are a concern.

- 8.7 It is important to note that Waste & Recycling receive the highest number of complaints, all of which are resolved within the required timescales.
- 8.8 Some complaints are being responded to outside of the timescales and we continue to work with the areas concerned. With the new complaints framework and on-going support and training provided, a great improvement in timescales has already been seen during the first part of 2025-2026. We continue to work with co-ordinators to ensure responses where possible are sent within timescale, customers are kept informed with deadline extensions and systems updated in a timely manner.
- 8.9 To mitigate the impact of poor response time to the customer and to support investigating officers there is an automated reminder sent as part of the complaints process as well as reminders from the complaint co-ordinator for each area.

9. Learning from Complaints

- 9.1 One of the most important outcomes of investigating complaints is to learn from them. Categories of learning are used so that we can understand how feedback can be used to improve or shape services in the future. Table nine shows the categories recorded after a complaint has been investigated.

Table Nine: Categories of learning

Learning Category	2022/2023		2023/2024		2024/2025	
	No.	% of total	No.	% of total	No.	% of Total
Improve revised service delivery process	267	42.4	263	41.9	248	33.5
Customer comments included in review of how policies & procedures are applied to inform decision making	195	31.0	223	35.5	340	45.9
Improvements in communication	91	14.5	88	14.0	111	15.0
Review behaviours and/or training needs for individuals or a team	74	11.8	51	8.1	41	5.5
Review of confidentiality procedures, carried out in accordance with the Data Protections Act.	2	0.3	2	0.3	1	0.1
Complaint outstanding			1	0.2		
Total	629	100%	628	100%	741	100%

- 9.2 The following learning categories were identified with a summary of the trends:
- Improve service delivery process – relates to Waste & Recycling across all sub areas, predominately kerbside collections of bins.

- Customer comments included in review of how policies and procedures are applied to inform decision making – majority relate to Highways services across all sub areas. Traffic & Parking - enforcement action against penalty Charge Notices and Highways maintenance - maintenance of our roads & footpaths
- Improvements in communication – This can be found across all service areas, most Insurance complaints received are in this category, Streetcare Veolia crew- where the customer has contacted us on more than one occasion to resolve an issue.
- Review behaviours and/or training needs for individuals or a team – Predominantly Waste & Recycling - collection crews, Streetcare - Veolia crew & Highways Services - Enforcement officers.

9.3 The complaints team run quarterly reports on recorded learning and work with service areas to discuss how this has been implemented to ensure service improvements.

9.4 As an important part of the response to customers, officers will advise of any learning and how it is intended to be implemented. Learning is part of the recorded outcome of all complaints. The complaints team work closely with officers to monitor where learning is identified and ensure that it is followed up.

9.5 Examples of learning from complaints investigated during 2024/2025 have been included as appendix 3.2 alongside two case studies to show how a complaint is investigated from start to end.

10. Complaints by Ward

10.1 To gather a further insight into complaints table ten shows complaints by Ward in which the complainant lives. This enables us to see if there are any new trends or exceptions that could be analysed further. Whilst ward reporting is an important insight into complaints activity, it is often difficult to identify any particular trends.

Table Ten: Complaints by Ward

Ward	2022/ 2023	% of total	2023/ 2024	% of total	2024/ 2025	% of total	% of the borough's population
Out of borough or no address given	157	25.0%	108	17.2%	190	25.6	
Elmdon	42	6.7%	34	5.4%	37	5.0	5.8%
Silhill	38	6.0%	39	6.2%	46	6.2	6.0%
Shirley South	33	5.2%	40	6.4%	25	3.4	5.7%
Blythe	28	4.5%	36	5.7%	35	4.7	7.3%
St Alphege	38	6.0%	31	4.9%	36	4.9	6.1%

Ward	2022/ 2023	% of total	2023/ 2024	% of total	2024/ 2025	% of total	% of the borough's population
Knowle	17	2.7%	18	2.9%	26	3.5	5.1%
Smiths Wood	23	3.7%	30	4.8%	35	4.7	5.9%
Shirley West	36	5.7%	40	6.4%	26	3.5	6.1%
Shirley East	22	3.5%	23	3.7%	36	4.9	5.6%
Bickenhill	23	3.7%	31	4.9%	32	4.3	6.0%
Meriden	28	4.5%	26	4.1%	28	3.8	5.8%
Dorridge & Hockley Heath	36	5.7%	26	4.1%	30	4.0	5.1%
Lyndon	29	4.6%	34	5.4%	37	5.0	6.3%
Kingshurst & Fordbridge	24	3.8%	39	6.2%	37	5.0	6.1%
Chelmsley Wood	23	3.7%	33	5.3%	31	4.2	6.1%
Olton	17	2.7%	18	2.9%	20	2.7	5.7%
Castle Bromwich	15	2.4%	22	3.5%	34	4.6	5.3%
Grand Total	629	100%	628	100%	741	100%	

10.2 There has been an increase in customers logging complaints where no address has been provided, this would include out of borough customers and any that choose not to provide their address. An address does not need to be provided to log a complaint, however where a complaint is property specific, we do ask for it.

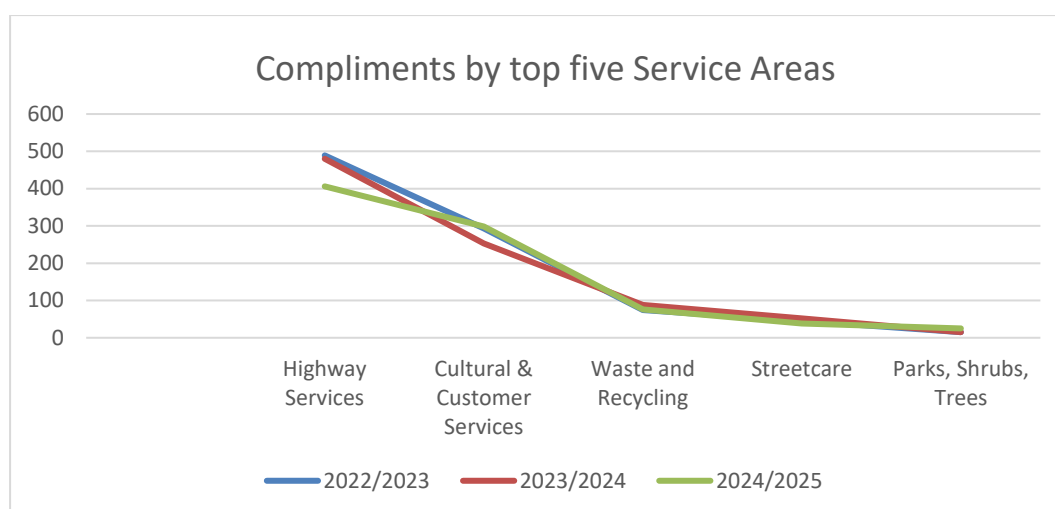
10.3 In the wards for Shirley South and Shirley West there has been a decrease in complaints with no trends identified.

10.4 There was an increase in complaints for Knowle, Shirley East and Castle Bromwich with no trends identified.

11. Compliments

11.1 921 compliments were received in 2024/2025, a decrease of 10 (1.1%) compared to 931 compliments in 2023/2024. Graph two shows the top five service areas to receive compliments.

Graph Two: Compliments Service Area Top Five



- 11.2 Compliments are shared with service areas quarterly and at year end. All service areas are encouraged to log compliments on the corporate system.
- 11.3 Table 11 shows the reasons for receiving compliments. Most compliments were made for named employee helpfulness, at 73.1%.

Table 11: Categories of Compliments

Category	2022/ 2023	% of total	2023/ 2024	% of total	2024/ 2025	% of total
Named employee helpfulness	718	74.1%	695	74.7%	673	73.1%
High standard of service	134	13.8%	123	13.2%	134	14.5%
Helpfulness of service	96	9.9%	94	10.1%	91	9.9%
Other	21	2.2%	19	2.0%	23	2.5%
TOTAL	969	100%	931	100%	921	100%

12. Customer Comments

- 12.1 Customer comments are captured where a customer has a suggestion for service improvement or is not happy with the way we are currently delivering a service or policy and indicate they do not want to log a formal corporate complaint. 78.6% of comments are received by telephone following a customer enquiry, email (9.5%), web (6%) and other channels (5.9%).
- 12.2 Customer comments are shared with all relevant service areas for learning and improvement suggestions. In cases where a customer has requested a response, this will be provided by the service area responsible.
- 12.3 Table 12 shows the number of comments recorded over the last three years.

Table 12: Number of comments for last three years

	2022/2023	2023/2024	2024/2025
Number of comments	823	831	734

- 12.4 Table 13 shows the service areas that received the most customer comments. Majority of comments relate to Waste and Recycling which is consistent with previous years.

Table 13: Comments by Service Areas

Service Area	Total
Waste and Recycling	257
Highway Services	168
Streetcare	66
Income and Awards	78
Customer Bereavement and Registration Services	67

- 12.5 Key trends of customer comments registered in 2024/2025 relate to:

- Waste & Recycling
 - Green bins being reported as too heavy
 - Issues with bulky bookings online - unable to book if too many requests open or payment page not working
 - Household Waste Recycling Centre (HWRC) – Bookings to HWRC tip online not working properly.
- Highway Services – Majority of comments are for inconsiderate parking causing obstructions/parking on footpath, within various locations in the borough
- Streetcare
 - Comments about standard of grass cutting around the borough
 - Grass being left over footpaths
- Income & Awards - Mostly relate to letters received (council tax/benefits). The wording and tone were found to be inappropriate or confusing.
- Customer Bereavement and Registration Services
 - Automated system which advises where you are in queue doesn't work properly jumps numbers
 - Long call waiting times

13. Surveys

- 13.1 It is important to extend the understanding on the make-up of the community who log complaints and how council services can be made more inclusive. A survey has been developed which is sent out on a complaint being resolved. Unfortunately, the response rate on these has been very low however where we do get responses its around not being happy with the outcome of the complaint, we get very few who were satisfied. The team will continue to send these out.

14. Local Government Social Care Ombudsman

Each year the Local Government and Social Care Ombudsman (LGSCO) provides feedback to Local Authorities about the complaints it has received about them in the past year. The feedback provided can be found by following this link: [Solihull Metropolitan Borough Council - Local Government and Social Care Ombudsman](#)

14.1 For the year 2024/2025 the LGSCO received 65 complaints:

- 27 were assessed and closed – includes complaints where the law says the LGSCO are not allowed to investigate, or it would be a poor use of public funds if they did
- 20 were not for the LGSCO – includes complaints brought to them before the council was given a chance to consider it, or the complainant went to the wrong Ombudsman
- 18 complaints were investigated of which two were corporate complaints and the rest related to Adult's or Children's services. For both corporate complaints the LGSCO was happy with the Council's response and outcome for the customer and no further action was required.

15. Looking Forward

15.1 It is forecast there will be an increase in complaints due to the green waste subscription service introduced in July 2025.

15.2 With the implementation of the new complaints handling code on 1st April 2025, during the remainder of 2025/2026, the complaints team will continue to support all areas with focus on timescales.

15.3 We have increased performance reporting, monthly for heads of services and quarterly to DLTs. This will continue with a breakdown of timescales and trends and analysis of customer feedback.

15.4 We are pleased to report that early indications for quarters one and two show the new handling code has shown that timescales are being met. The complaints team are working with those areas that receive complaints of a complex nature to ensure they are resolved as soon as possible following guidance provided by the LGSCO.

15.5 For the first half of the year 87% of complaints have been resolved within 10 days and 97% within 20 days.

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Appendix 2	Case studies and learning examples

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Appendix 1

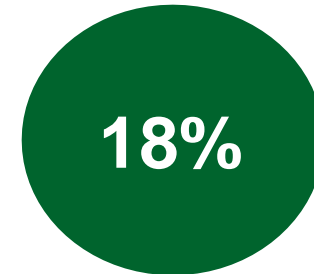
Complaints Received



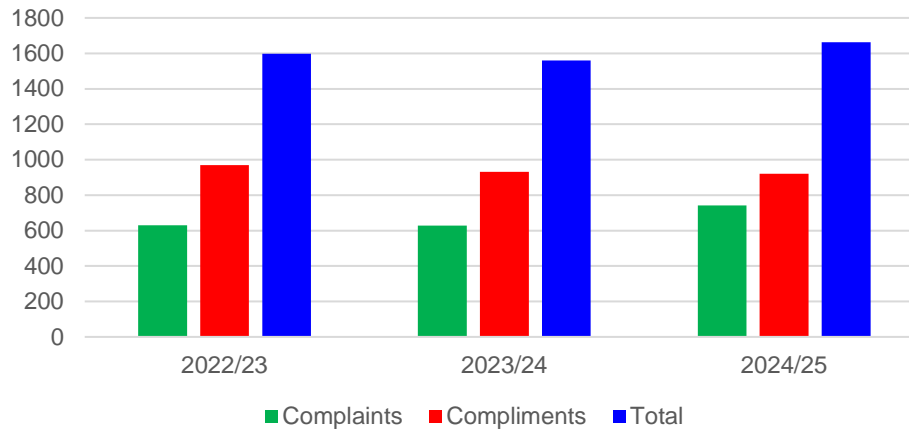
Compliments Received



*Complaints received
increased by*



Complaints & Compliments – Three year
comparison



*In comparison to 2023/2024 an
increase has been seen in the
number of complaints received.*

Annual Corporate Customer Feedback 2024-2025

Stage 1 Complaints

741 2024/2025

628 2023/2024

Stage 2 Complaints

103 2024/2025

76 2023/2024

Response Timescales

Stage 1

91%

Responded to within 20
day timescale

99%

Responded to within
30 day timescale

Stage 2

96%

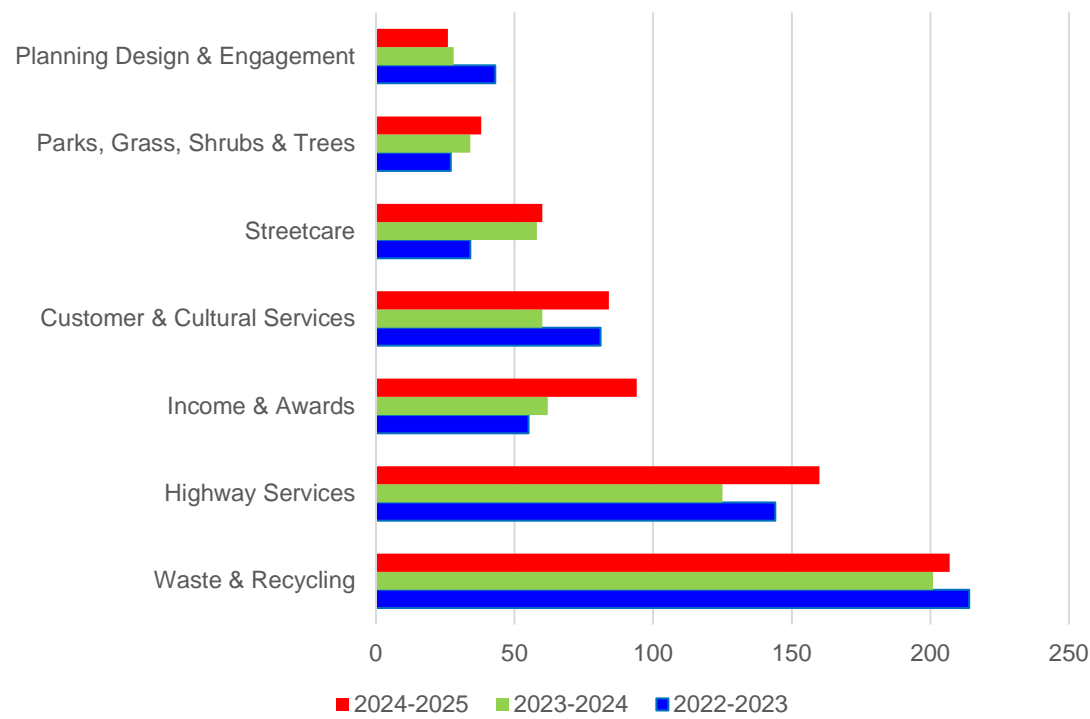
Responded to within
20 day timescale

Annual Corporate Customer Feedback

2024-2025

Complaints
Breakdown by Directorate
2024-2025

Top service Area for Complaints - Three year comparison



Economy & Infrastructure 608

Resources 124

Annual Corporate Customer Feedback 2024-2025

Top 3 Category of Complaints

Dissatisfaction in Service
Delivery

473

Dissatisfaction with a policy,
decision or procedure

162

Impolite, Rudeness
unfairness, bias or prejudice

66

Top 3 Category of Learning

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

340

Improve revised service
delivery process

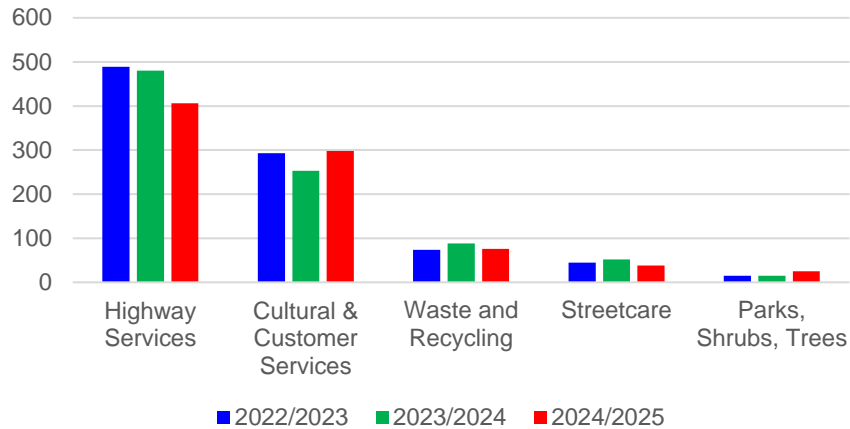
248

Improvements in communication

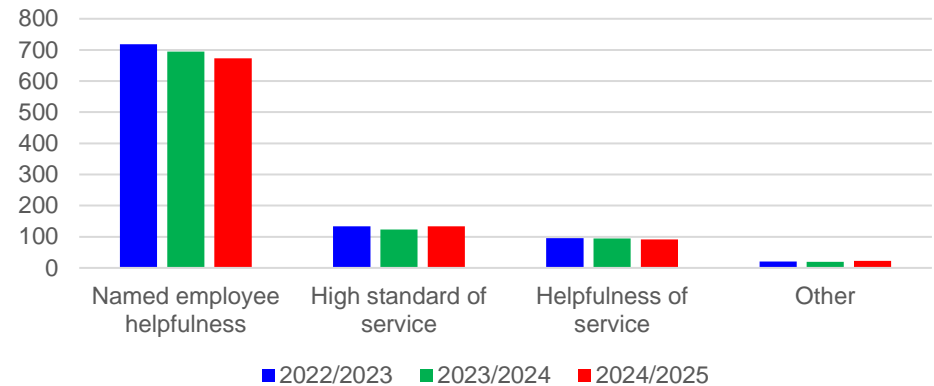
111

Annual Corporate Customer Feedback 2024-2025

Top 5 Service Areas - 3 year
comparison compliments



Categories of Compliments - Three year
comparison



Appendix 2 - COMPLAINT CASE STUDIES / EXAMPLES OF LEARNING – 2024-2025

Service Area: Customer & Bereavement Services – Bereavement Services

Date complaint raised – December 2024

Complaint Details

Complaint stating the cemetery was covered in mud. Customer went to visit son's grave which he does 2 to 3 times a week. This time it was covered in mud two inches thick which also ruined the bottom of his trousers and trainers. There were other customers who got stuck in the mud and the workmen just stood around laughing. Customer stated he had to go over to them and say something. Why hasn't woodchip been put down or slabs? Its common sense.

Investigation Details

The grave was inspected and with the increase in rainfall experienced the grave had become waterlogged.

The contractors at the cemetery were spoken to and they denied laughing at the ladies who got stuck in the mud.

The cemetery operative who took the call was also spoken with after placing the order for the son's bench.

The contractors have been instructed to place some woodchip down to absorb the excess water.

The grounds contractors have also been made aware of the code of conduct expected from our team working in the grounds.

The memorial plans have been reviewed and unfortunately, we were unable to offer a bench closer to the grave due to all spaces allocated for benches already being leased. However, if a lease expires and is not renewed, we will contact the customer to offer the option of relocating the bench.

Learning

The code of conduct for expected behaviours has been written and agreed with the contractor.

Ground conditions are accessed on regular walkarounds of the grounds and remedial actions agreed.

A refund for the bench has been issued to the customer as they were not satisfied with the location.

Follow up actions

Wood chippings were spread across the area due to the wet ground conditions on 19/12/2024 to ensure a better experience for our visitors, especially over the Christmas period when there would be a higher footfall.

Code of Conduct May 2025 – Refund issued following customer's acceptance.

Service Area: Resources – Insurance

Date complaint raised – March 2025

Complaint Details

Customer complained about the lack of response and action from Solihull Council insurance regarding the claim for damage to a vehicle caused by a pothole. Claim was submitted in February for damage, which happened in January clearly resulting from a significant pothole almost the width of the carriageway, which was also reported promptly for repairs after the incident.

Customer used the online claims form and despite allowing time, customer did not receive an acknowledgment or response from the insurance department, causing considerable inconvenience to the customer who feels this lack of communication is unacceptable. Customer as a resident would expect a timely and transparent response.

Investigation Details

Investigation has involved speaking to the claims handler to understand the status of the claim. The team accept that the response times in terms of acknowledging claims has not been acceptable and apologise for this. The team are currently dealing with a high volume of new claims in addition to dealing with a backlog of existing claims and are experiencing severe staff shortages through sickness and vacancies. The claim had been rejected on the grounds that the location of the claim does not fall within the boundaries of Solihull borough and therefore is not a valid claim for Solihull Council to consider. Having made this determination, the customer had then not been informed of this, apologies were made due to the lack of communication and the inconvenience to the customer.

Learning

1. Changing the narrative on our claims page of the website and our email auto response to make claimants aware of our current issues around our claims backlog.
2. Helped any potential complainant to understand what the situation is ahead of them potentially making a complaint in terms of the time needed to deal with the complaint alongside the time needed to progress claims.
3. Providing realistic timescales for customer to avoid repeat contact.

Follow Up Actions

External claims handlers have been utilised since April 2025 (via our insurers) and whilst small process improvements are being made, the situation is still not ideal.

There are currently no permanent staff in the team and management are working on recruitment processes to address this.

Examples of Learning 2024/2025

Service Area	Nature of Complaint	Learning Implemented
Bereavement Services	Not happy with how civil ceremony went. Guests were not asked to take seats which resulted in terrible videos and photos during entrance. Even though the registrar asked for pronunciation of name, repeatedly said it wrong throughout including surname. Paid a lot of money and expected a level of professionalism.	Compensated the customer for the full ceremony, cost of £530. Refresher training to continue for officers to improve the delivery of ceremonies for customers. Work with the team to ensure they have strategies in place through coaching, mentoring and peer review to avoid making mistakes in the future.
Highway Services	All pay & display machines were not working and were covered up in a car park within Solihull Town centre. Customer believes this is deterring people from visiting the centre. As was unable to pay, left as didn't want to risk being fined.	Parking Services team closely monitored the machines within this car park to ensure they remain in full working order. The machines in this location were due to be updated. This should also help reduce number of intermittent faults customers experience when using the car park.
Income & Awards	Customer had been chasing a refund on account which was delaying the probate matter. Several emails were sent and ignored. Customer notified council of sale of property and account was closed straight away. All correct documents were sent to get the refund but kept receiving emails asking for them again. This delayed distributing the estate.	Possible change to process of deceased refunds – if all information is correct on account (i.e. probate granted & refund correctly raised) the team could message to authorise once raised so immediately actioned especially as this is usually needed to close estate and ensures no unnecessary delay.
Planning Design & Engagement	Customer contacted after application was submitted, some plans were deemed unsuitable. Agent had health problems, so customer contacted instead and provided all details. Repeatedly contacted team for call backs and updates but had no response. Expressed how stressful this had become as a response should have been received in 8 weeks, 12 weeks later there was still no contact from team.	The application was determined and have formal confirmation that the single storey extension proposed accords with relevant requirements to permitted development, on the basis that the construction of this extension accords with submitted plans. Given the learning points that I have passed onto the case officer, and in turn will emphasise to the wider planning team. In doing so, apologised to customer on their experience and uncertainty on account of the planning department's poor communication.

Service Area	Nature of Complaint	Learning Implemented
Resources	Customer made a claim to us, despite numerous emails and phone calls to the council there was no response and no acknowledgement for the claim made. Customer doesn't even know if the claim is being dealt with and wants the team to take ownership of the situation.	A review of the claims system found that although an acknowledgement was sent there was no further notification of rejection sent to the customer. We have now taken steps to amend operations to ensure that claimants will be notified when their claims are rejected in future.