

APPENDIX 1

QUARTER 1 2022/2023 – 1 April – 30 June

AREA OF COMPLAINT	Number of Complaints Received	Complaints closed at Stage 1	Complaints closed at Stage 2	Complaints closed within timescales	Complaints closed after timescale but within 3 months	Investigation discontinued	Upheld	Not Upheld
Adult Social Services	0							
Children's Social Services	0							
Benefits Administration	3	3		2	1	1	1	1
Community Facilities	0							
Complaint Handling	0							
Education	2	2			2		2	
Environment & Environmental Health	5	4	1	2	3	1	1	3
Finance & Council Tax	2	2			2		2	
Housing	0							
Planning & Building Control	0							
Roads & Transport	6	6		1	5		4	2
Waste & Refuse	13	13		9	4		7	6
Other **	1	1			1			1
TOTAL	32	31	1	14	18	2	17	13

** Contact Centre

QUARTER 2 2022/2023 – 1 July – 30 September

AREA OF COMPLAINT	Number of Complaints Received	Complaints closed at Stage 1	Complaints closed at Stage 2	Complaints closed within timescales	Complaints closed after timescale but within 3 months	Investigation discontinued	Upheld	Not Upheld
Adult Social Services	0							
Children's Social Services	0							
Benefits Administration	3	3		1	2		1	2
Community Facilities	0							
Complaint Handling	0							
Education	1	1		1		1		
Environment & Environmental Health	6	5		1	4		2	3
Finance & Council Tax	2	2			2		2	
Housing	1	1		1		1		
Planning & Building Control	1	1		1		1		
Roads & Transport	2	2		1	1		2	
Waste & Refuse	9	9		6	3		9	
Other ***	4	4		3	1	1	1	2
TOTAL	29	28		15	13	4	17	7

*** Contact Centre, Estates & Asset Management and OD