

## COMPLAINTS STATISTICS 2007 – 2008 and 2008 - 2009

**Table 1: Complaints Received by Department**

	Children Families & Learning	Economic Regeneration	Environment	HBS (Mouchel)	Legal & Democratic Services	Social Care	Street Wardens	Corporate	TOTAL
2007-2008	64	43	197	59	16	65	4	3	451
2008-2009	38	33	312	53	1	55	0	5	497

**Table 2: Complaints not dealt with by way of the Complaints Procedures**

	Non Qualifying Complaint	Passed to other organisation	Passed to Registered Provider	Passed to Contracted agency
2007-2008	18	7	6	2
2008-2009	4	0	5	0

Notes: Non-qualifying complaints are complaints that fall outside the definition of a complaint as set out in the Council's Corporate Complaints Procedures.  
Complaints are passed to a 'registered provider' when they are a complaint about a service provided under certain social care legislation (for example, private care homes). This is legal requirement in respect of dealing with such complaints.

**Table 3: Complaints dealt with by way of the Complaints Procedures, by Stage received**

Received at	2007-2008	2008-2009
Stage 1	354	449
Stage 2	43	26
Stage 3	9	11
Ombudsman	12	2
Total	418	488

**Table 4: Outcome of complaints**

<b>Outcome</b>	<b>2007-2008</b>	<b>2008-2009</b>
<b>Complaint upheld</b>	236	334
<b>Complaint not upheld</b>	100	78
<b>Complaint partially upheld</b>	62	55
<b>Complaint withdrawn</b>	8	6
<b>Complaint cancelled</b>	5	5
<b>Total</b>	411	478

Note: Does not include Ombudsman complaints – these are subject of a separate annual report to Committee

**Table 5: Outcome of complaints by Department**

	<b>Upheld</b>		<b>Not Upheld</b>		<b>Partially Upheld</b>	
	<b>2007-2008</b>	<b>2008-2009</b>	<b>2007-2008</b>	<b>2008-2009</b>	<b>2007-2008</b>	<b>2008-2009</b>
<b>Children, Families &amp; Learning</b>	14	4	13	12	17	14
<b>Economic Regeneration</b>	23	7	12	9	1	5
<b>Environment</b>	156	294	21	11	18	6
<b>Mouchel</b>	16	12	33	30	9	10
<b>Legal &amp; Democratic Services</b>	13	0	3	1	0	0
<b>Corporate (other than L&amp;D)</b>	0	1	0	3	0	1
<b>Social Care (including Wardens)</b>	14	16	18	12	17	19

**Table 6: Completion times for Stage 1 complaints**

<b>Completion times in working days</b>	<b>2007-2008</b>	<b>2008-2009</b>
<b>5 days or less</b>	58 (16%)	91 (21%)
<b>10 days or less</b>	96 (26%)	140 (32%)
<b>20 days or less</b>	144 (40%)	155 (35%)
<b>More than 20 days</b>	65 (18%)	63 (12%)
<b>Total</b>	363	449

} 88% of all complaints dealt with within required timescale of 20 working days