

CORPORATE COMPLAINTS STATISTICS 2007/8 – 2009/10

Table 1: Complaints Received by Department

	Children Families & Learning	Economic Regeneration	Environment	HBS (Mouchel)	Legal & Democratic Services	Performance /Policy	Social Care	Street Wardens	Corporate	TOTAL
2007-2008	64	43	197	59	16	0	65	4	3	451
2008-2009	38	33	312	53	1	0	55	0	5	497
2009-2010	58	19	168	62	3	2	39	4	3	358

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
2009-2010	5	0	0	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	2009-2010
Stage 1	354	449	313
Stage 2	43	26	32
Stage 3	9	11	3
Ombudsman	12	2	5
Total	418	488	353

Table 4: Outcome of complaints

Outcome	2007-2008	2008-2009	2009-2010
Complaint upheld	236	334	196
Complaint not upheld	100	78	90
Complaint partially upheld	62	55	40
Complaint withdrawn	8	6	5
Complaint cancelled	5	5	4
Total	411	478	335

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

Table 5: Outcome of complaints by Department

	Upheld			Not Upheld			Partially Upheld		
	2007-2008	2008-2009	2009-10	2007-2008	2008-2009	2009-2010	2007-2008	2008-2009	2009-2010
Children, Families & Learning	14	4	8	13	12	27	17	14	11
Economic Regeneration	23	7	8	12	9	6	1	5	4
Environment	156	294	146	21	11	13	18	6	4
Mouchel	16	12	22	33	30	31	9	10	5
Legal & Democratic Services	13	0	1	3	1	0	0	0	0
Corporate (other than L&D)	0	1	2	0	3	1	0	1	0
Social Care (including Wardens & Registrars)	14	16	9	18	12	12	17	19	16

Table 6: Completion times for Stage 1 complaints

Completion times in working days	2007-2008	2008-2009	2009-2010
5 days or less	58 (16%)	91 (20%)	53 (18%)
10 days or less	96 (26%)	140 (31%)	92 (31%)
20 days or less	144 (40%)	155 (35%)	103 (34%)
More than 20 days	65 (18%)	63 (14%)	53 (18%)
Total	363	449	301

Notes: The Council's Corporate Complaints Procedures require Stage 1 complaints to be completed in 20 working days

Table 7: Compliments Received by Department

	Children Families & Learning	Economic Regeneration	Environment	HBS (Mouchel)	Legal & Democratic Services	Social Care	Street Wardens	Corporate	TOTAL
2008-2009	33	1	79	8	0	62	0	0	183
2009-2010	23	4	23	2	12	79	15	1	159

Table 8: Reasons for Compliments (where recorded)

Service Quality	Staff Conduct	Other
162	6	15
151	10	