

Appendix 1

Complaints volume and outcomes

Procedure	2020/21		2021/22		2022/23	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Corporate	1,016	43.6%	920	60.2%	1087	51.9%
Children's	67	49.2%	108	40.7%	157	40.1%
ASC / Public Health	16	13.3%	32	62.5%	31	51.6%
Totals	1,099	42.9%	1060	58.4%	1275	50.5%

Complaints investigated by the Local Government and Social Care Ombudsman

Year	Incomplete or invalid	Advice given	Referred back for local resolution	Closed after initial enquiries	Not Upheld	Upheld	Total	cases at this time
2019/20	4	0	10	16	3	4	37	
2020/21	2	0	9	17	4	3	35	
2021/22	0	0	0	12	3	9	24	
2022/23	0	0	3	28	0	5	37	1

Volume of complaints by Directorate

Category	2020/21		2021/22		2022/23	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Environment and Regulation	615	53.0%	566	67%	574	59.4%
Benefits and Tax	136	28.7%	84	52.4%	164	45.7%
Education and Children's	180	39.4%	136	38.2%	176	44.6%
Corporate and other	88	28.4%	139	45.3%	168	37.5%
Highways and Transport	54	20.4%	95	61%	144	48.6%
Adult Social Care	19	5.3%	32	66.7%	35	48.6%
Planning and Development	4	25%	5	40%	14	35.7%
Public Health	3	33%	3	0%	3	33.3
Totals	1,099	42.9%	1060	58.4%	1283	50.2%

Outcome of complaints by department

Category	2020/21		2021/22		2022/23	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Environment and Regulation	615	53.0%	566	67%	574	59.4%
Benefits and Tax	136	28.7%	84	52.4%	164	45.7%
Education and Children's	180	39.4%	136	38.2%	176	44.6%
Corporate and other	88	28.4%	139	45.3%	168	37.5%

Highways and Transport	54	20.4%	95	61%	144	48.6%
Adult Social Care	19	5.3%	32	66.7%	35	48.6%
Planning and Development	4	25%	5	40%	14	35.7%
Public Health	3	33%	3	0%	3	33.3
Totals	1,099	42.9%	1060	58.4%	1283	50.2%

Timeliness of complaints management by department¹

Category	2020/21		2021/22		2022/23	
	Complaints	% closed in time	Complaints	% closed in time	Complaints	% closed in time
Environment and Regulation	615	90%	566	88%	574	95.3%
Benefits and Tax	136	81.6%	84	96.4%	164	96.3%
Education and Children's	180	34.8%	136	33%	176	27.1%
Corporate and other	88	71.6%	139	67.6%	168	65.5%
Highways and Transport	54	81.5%	95	54%	144	79.9%
Adult Social Care	19	70.6%	32	71.9%	35	67.6%
Planning and Development	4	75.0%	5	40%	14	64.5%
Public Health	3	66.7%	3	100%	3	66.7%
Totals	1,099	77.5%	1060	78.1%	1278	79.5%²

Comparisons to Tees Valley Neighbours³

Local authority	2020/21		2021/22	
	Complaints to LGSCO	Investigations	Complaints to LGSCO	Investigations
Middlesbrough	35	7	24	12
Darlington	11	6	16	6
Hartlepool	8	4	17	6
Redcar and Cleveland	12	7	13	5
Stockton-on-Tees	14	9	23	12

¹ Timescales vary. Paragraph 8 of the report sets out the various timescales that apply to children's adults and corporate complaints.

² Please note figure will move during the year as some complaints from 2022/23 are still open.

³ 22/23 figures have not been published at this time.