

## Appendix 1

### Complaints volume and outcomes

Procedure	2022/23		2023/24	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Corporate	1,087	51.9%	1,678	57.0%
Children's	157	40.1%	167	44.3%
ASC / Public Health	31	51.6%	29	48.3%
<b>Totals</b>	<b>1,275</b>	<b>50.5%</b>	<b>1,889</b>	<b>55.3%</b>

### Complaints investigated by the Local Government and Social Care Ombudsman<sup>1</sup>

Year	Incomplete or Invalid	Advice given	Referred back for local resolution	Closed after initial enquiries	Not Upheld	Upheld	Total	Number of cases at this time
2022/23	0	0	3	28	0	5	37	1
2023/24	0	0	0	26	2	3	31	0

### Volume & Outcomes of Complaints by Directorate

Category	2022/23		2023/24	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Environment and Regulation	574	59.4%	1,099	68.1%
Benefits and Tax	164	45.7%	188	30.3%
Education and Children's	176	44.6%	216	41.2%
Corporate and other	168	37.5%	144	30.6%
Highways and Transport	144	48.6%	141	50.4%
Adult Social Care	35	48.6%	39	51.3%
Planning and Development	14	35.7%	13	38.5%
Public Health	3	33.3	2	0.00%
<b>Totals</b>	<b>1283</b>	<b>50.2%</b>	<b>1,889</b>	<b>55.7%</b>

### Timeliness of complaints management by department<sup>2</sup>

<sup>1</sup> 2023/24 figures have not been published at this time

<sup>2</sup> Timescales vary. Paragraph 8 of the report sets out the various timescales that apply to children's adults and corporate complaints.

Category	2022/23		2023/24	
	Complaints	% closed in time	Complaints	% closed in time
Environment and Regulation	574	95.3%	1,099	85.7%
Benefits and Tax	164	96.3%	188	92.0%
Education and Children's	176	27.1%	216	37.5%
Corporate and other	168	65.5%	144	74.3%
Highways and Transport	144	79.9%	141	80.1%
Adult Social Care	35	67.6%	39	79.5%
Planning and Development	14	64.5%	13	84.6%
Public Health	3	66.7%	2	50.0%
<b>Totals</b>	<b>1278</b>	<b>79.5%</b> <sup>3</sup>	<b>1,889</b>	<b>78.7%</b>

#### Comparisons to Tees Valley Neighbours<sup>4</sup>

Local authority	2022/23		2023/24	
	Complaints to LGSCO	Investigations	Complaints to LGSCO	Investigations
Middlesbrough	33	9	31	5
Darlington	21	8	24	9
Hartlepool	12	2	11	2
Redcar and Cleveland	18	11	14	4
Stockton-on-Tees	21	10	35	13

<sup>3</sup> Please note figure will move during the year as some complaints from 2023/24 are still open.