

Appendix 1**Complaints volume and outcomes**

Procedure	2021/22		2022/23		2023/24		2024/25	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Corporate	920	60.2%	1,087	51.9%	1,678	57.0%	1,229	67.4%
Children's	108	40.7%	157	40.1%	167	44.3%	100	55.7%
ASC / Public Health	32	62.5%	31	51.6%	29	48.3%	46	47.4%
Totals	1,060	58.4%	1,275	50.5%	1,889	55.3%	1,378	66.0%

Complaints investigated by the Local Government and Social Care Ombudsman (LGSCO)

Year	Incomplete or Invalid	Advice given	Referred back for local resolution	Closed after initial enquiries	Not Upheld	Upheld	Total	Number of open cases with LGSCO at this time
2020/21	2	0	9	17	4	3	35	0
2021/22	0	0	0	12	3	9	24	0
2022/23	0	0	3	28	0	5	37	1
2023/24	0	0	0	26	2	3	31	0
2024/25	17	0	0	18	0	6	41	2

Volume & Outcomes of Complaints by Directorate

Category	2021/22		2022/23		2023/24		2024/25	
	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld	Complaints	% upheld / partially upheld
Environment and Regulation	566	67%	574	59.4%	1,099	68.1%	848	78.4%
Benefits and Tax	84	52.4%	164	45.7%	188	30.3%	150	27.2%
Education and Children's	136	38.2%	176	44.6%	216	41.2%	110	55.7%
Corporate and other	139	45.3%	168	37.5%	144	30.6%	75	47.1%
Highways and Transport	95	61%	144	48.6%	141	50.4%	94	63.3%
Adult Social Care	32	66.7%	35	48.6%	39	51.3%	55	47.7%
Planning and Development	5	40%	14	35.7%	13	38.5%	15	11.1%
Public Health	3	0%	3	33.3	2	0.00%	2	0.0%
Totals	1060	58.4%	1283	50.2%	1,889	55.7%	1,378	66.0%

Timeliness of complaints management by department¹

Category	2021/22		2022/23		2023/24		2024/25	
	Complaints	% closed in time	Complaints	% closed in time	Complaints	% closed in time	Complaints	% closed in time
Environment and Regulation	566	88%	574	95.3%	1,099	85.7%	848	84.1%
Benefits and Tax	84	96.4%	164	96.3%	188	92.0%	150	70.7%
Education and Children's	136	33%	176	27.1%	216	37.5%	110	29.2%
Corporate and other	139	67.6%	168	65.5%	144	74.3%	75	68.6%
Highways and Transport	95	54%	144	79.9%	141	80.1%	94	58.9%
Adult Social Care	32	71.9%	35	67.6%	39	79.5%	55	70.5%
Planning and Development	5	40%	14	64.5%	13	84.6%	15	44.4%
Public Health	3	100%	3	66.7%	2	50.0%	2	100%
Totals	1060	78.1%	1278	79.5%²	1,889	78.7%	1,378	74.2%

Comparisons to Tees Valley Neighbours²

Local authority	2022/23		2023/24		2024/25	
	Complaints to LGSCO	Investigations	Complaints to LGSCO	Investigations	Complaints to LGSCO	Investigations
Middlesbrough	33	9	31	5	41	6
Darlington	21	8	24	9	23	6
Hartlepool	12	2	11	2	26	4
Redcar and Cleveland	18	11	14	4	36	5
Stockton-on-Tees	21	10	35	13	30	8

¹ Timescales vary. Paragraph 8 of the report sets out the various timescales that apply to children's adults and corporate complaints. The complaints received relate to the top 8 categories of complaint type, not all the complaints categories. As such they do not necessarily match to the totals, the percentages are for each category.

² Please note figure will move during the year as some complaints from 2023/24 are still open.