

WHAT WAS COMPLAINED ABOUT?

Complaints by Service

| Stage 1 | 2017/18 | 2016/17 |
|---------------------------------|-------------------|--------------------|
| | Number (%) | Number (%) |
| Corporate & Democratic | 15 (<1) | 18 (1) |
| Education & Children's Services | 352 (21) | 439 (29) |
| Housing & Community Care | 612 (37) | 586 (39) |
| The Environment Service | 706 (>42) | 458 (31) |
| Total Stage 1 | 1662(100%) | 1501 (100%) |

| Stage 2 | 2017/18 | 2016/17 |
|---------------------------------|-------------------|-------------------|
| | Number (%) | Number (%) |
| Corporate & Democratic | 7 (5) | 7 (5) |
| Education & Children's Services | 40 (28) | 42 (31) |
| Housing & Community Care | 54 (37) | 50 (38) |
| The Environment Service | 44 (30) | 37 (27) |
| Total Stage 2 | 145 (100%) | 136 (100%) |

Complaints by Category

| Stage 1 | 2017/18 | 2016/17 |
|----------------------|--------------------|--------------------|
| | Number (%) | Number (%) |
| Service Provision | 671 (40) | 678 (45) |
| Employee | 341 (21) | 293 (20) |
| Policy & Procedure | 282 (17) | 175 (12) |
| Communication | 171 (10) | 174 (<12) |
| Equality | 9 (1) | 7 (<1) |
| Other | 188 (11) | 174 (<12) |
| Total Stage 1 | 1662 (100%) | 1501 (100%) |

| Stage 2 | 2017/18 | 2016/17 |
|-------------------------------|-------------------|-------------------|
| | Number (%) | Number (%) |
| Service Provision | 76 (52) | 70 (52) |
| Employee | 26 (18) | 21 (15) |
| Policy & Procedure | 33 (23) | 36 (27) |
| Communication | 8(>5) | 7 (5) |
| Equality | 1 (<1) | 2 (1) |
| Other | 1 (<1) | 0 |
| Total Stage 2 | 145 (100%) | 136 (100%) |