

## What was complained about?

### Complaints by Service

The reporting tools currently used to record details of complaints at a corporate level are not aligned to redesigned Services. It is intended that this will be addressed and resolved during 2020/21.

### Complaints by Category

Stage 1	2018/19	2017/18
	Number (%)	Number (%)
Service provision	736 (41)	671 (40)
Employee	371 (21)	341 (21)
Policy and Procedure	229 (13)	282 (17)
Communication	202 (11)	171 (10)
Equality	5 (<1)	9 (1)
Other	260 (14)	188 (11)
<b>Total Stage 1</b>	<b>1803 (100%)</b>	<b>1662 (100%)</b>

Stage 2	2018/19	2017/18
	Number (%)	Number (%)
Service provision	66 (46)	76 (52)
Employee	23 (16)	26 (18)
Policy and Procedure	35 (24)	33 (23)
Communication	14 (9)	8 (>5)
Equality	3 (2)	1 (<1)
Other	4 (3)	1 (<1)
<b>Total Stage 1</b>	<b>145 (100%)</b>	<b>145 (100%)</b>