

Appendix B: Customer Complaints data graphs

The report below provides an overview of the complaints received in the period of 1 April 2020 to 31 March 2021. Within this period thirty seven complaints were reported.

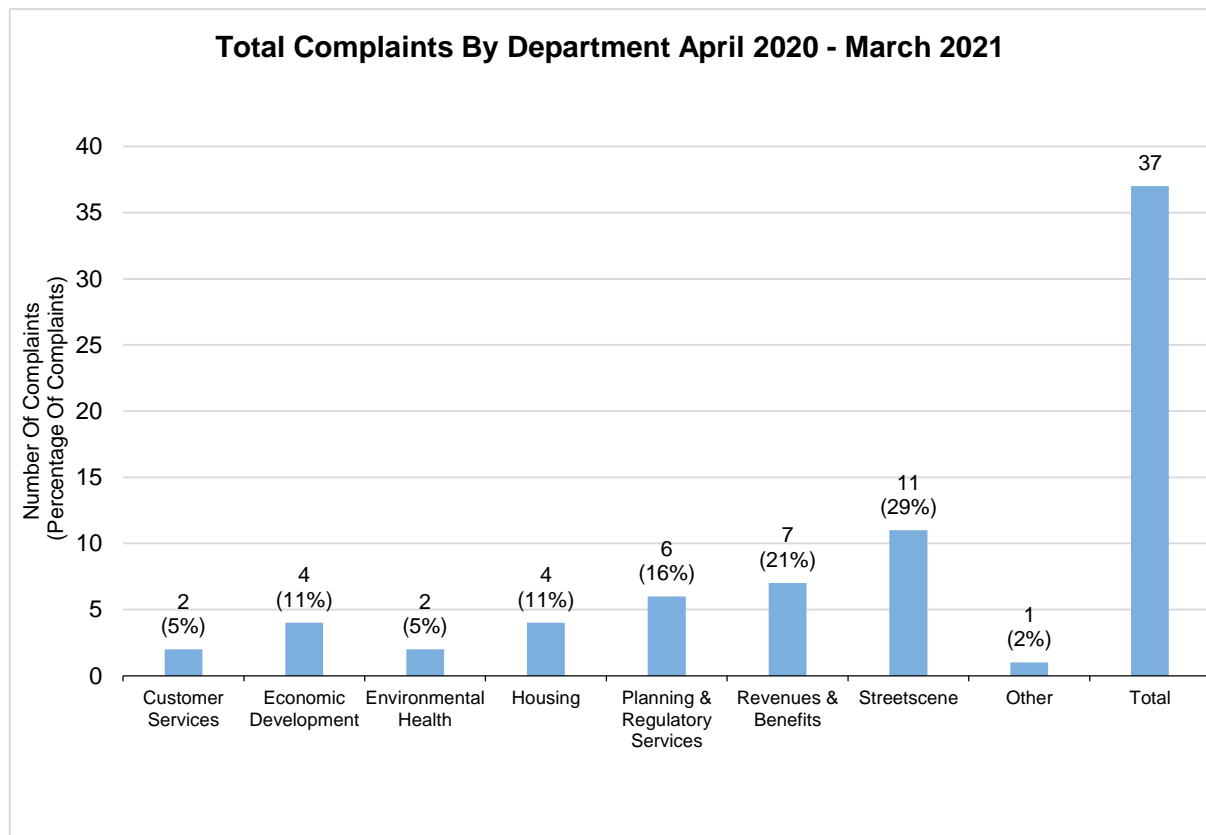
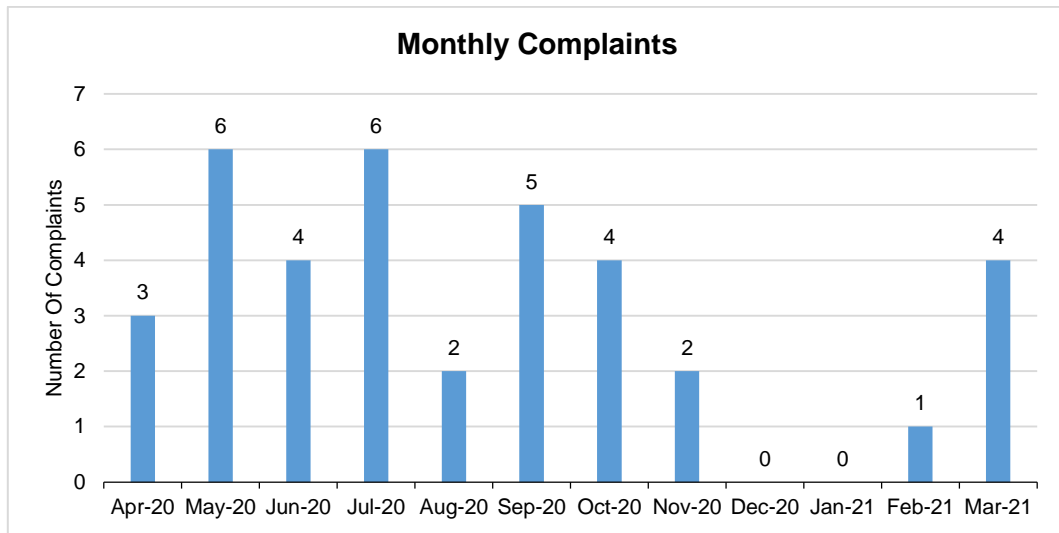
Report sections:

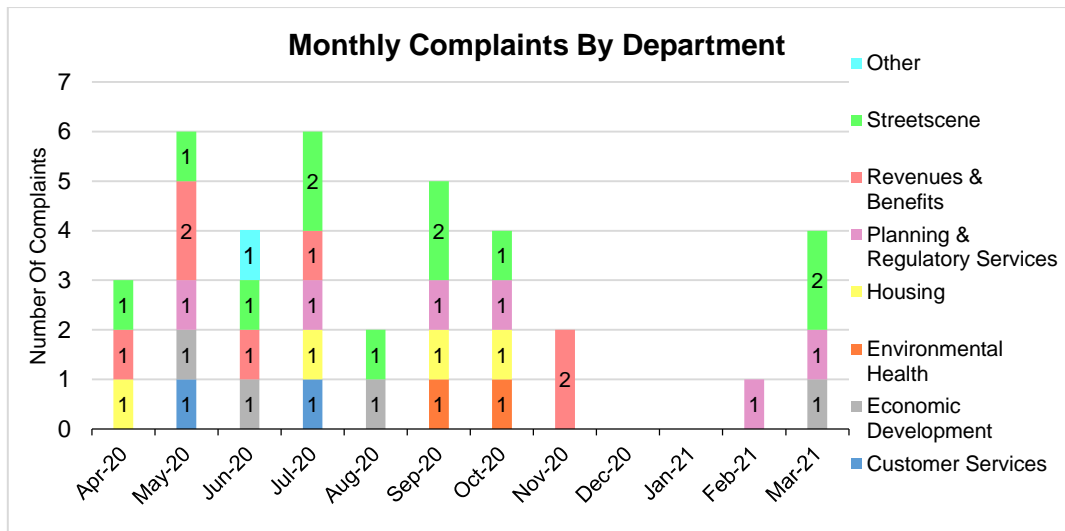
Overview of All Complaints	2
Total Complaints	2
Complaint Stages	3

Overview of All Complaints

Throughout the period of 1 April 2020 – 31 March 2021, thirty seven complaints were recorded.

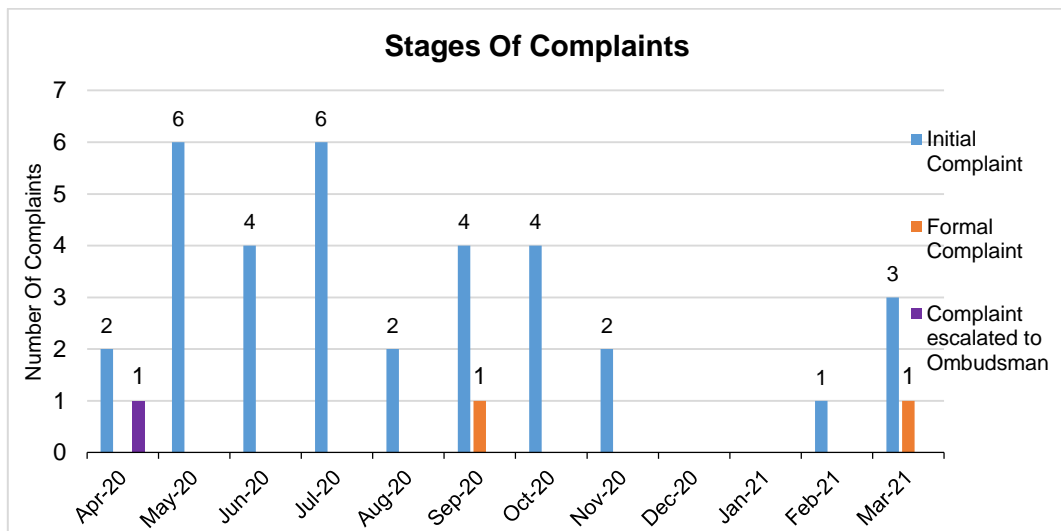
Total Complaints

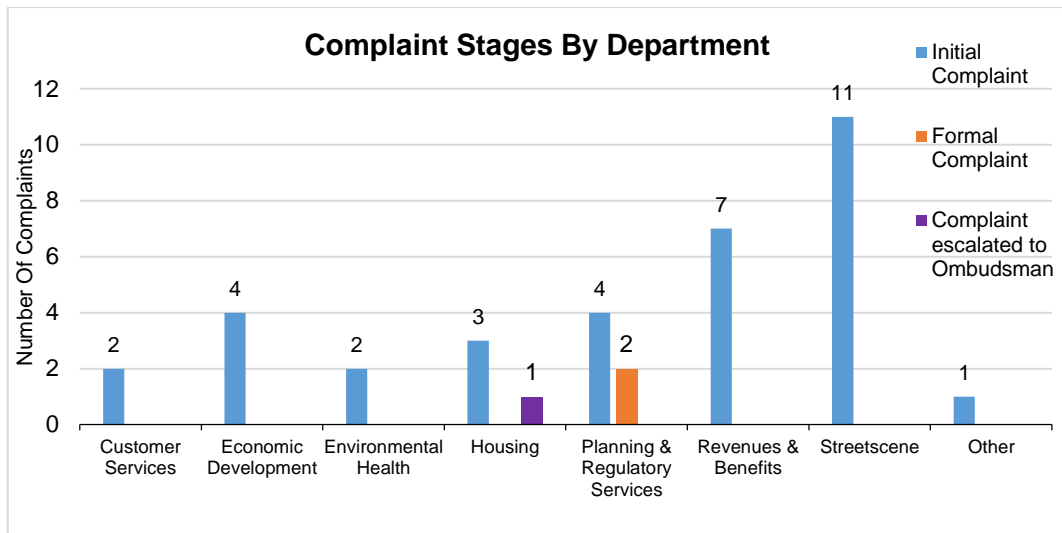




Complaint Stages

Throughout the period of 1 April 2020 – 31 March 2021, three complaints out of thirty seven were escalated to a formal complaint (Stage 2). From here, one complaint was escalated to the Local Government and Social Care Ombudsman for investigation. The majority of complaints, thirty four (92%), did not escalate beyond an initial complaint (Stage one).





* One Stage 2 complaint ongoing in Planning & Regulatory Services