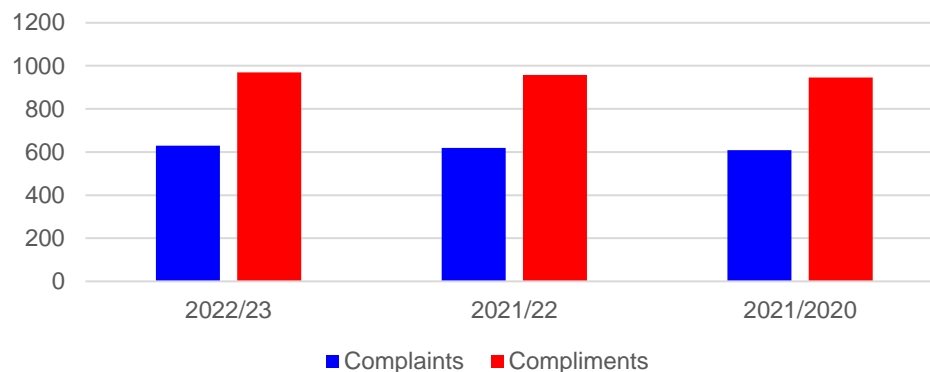


Annual Corporate Customer Feedback 2022-2023

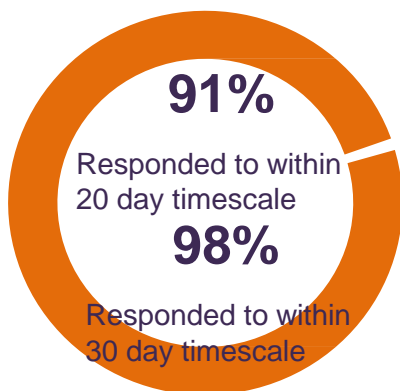
Complaints Received Compliments Received



Complaints & Compliments - Three year comparison



Stage 1 Response Timescales



Complaints Comparison



Complaints received
increased by

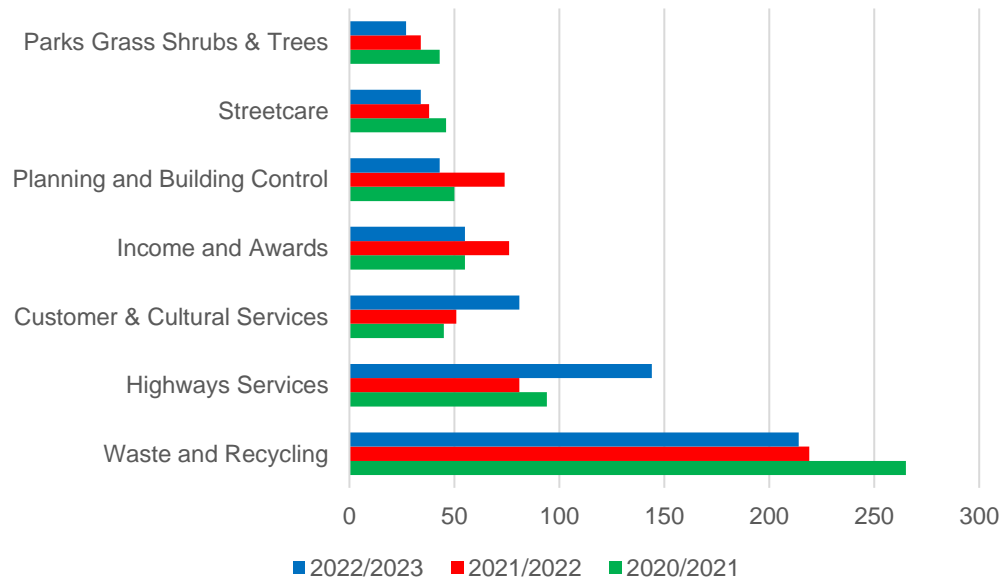


In comparison to 2021/2022 an increase has been seen in the number of complaints received.

Annual Corporate Customer Feedback 2022-2023

Complaints Breakdown by Directorate 2022-2023

Top service Area for Complaints - Three year comparison



Economy & Infrastructure **566**

Resources **63**

Annual Corporate Customer Feedback 2022-2023

Top 3 Category of Complaints

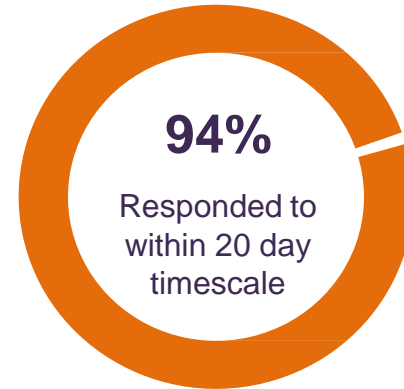
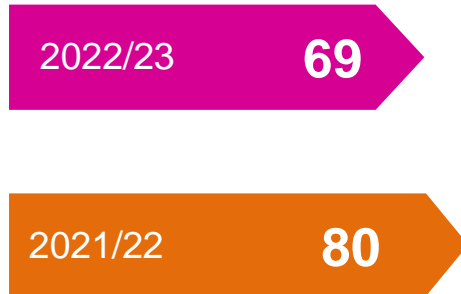


Top 3 Category of Learning



Annual Corporate Customer Feedback 2022-2023

Stage 2 Complaints Comparison



LGSCO Enquiries



Not Upheld
(Council not at fault)

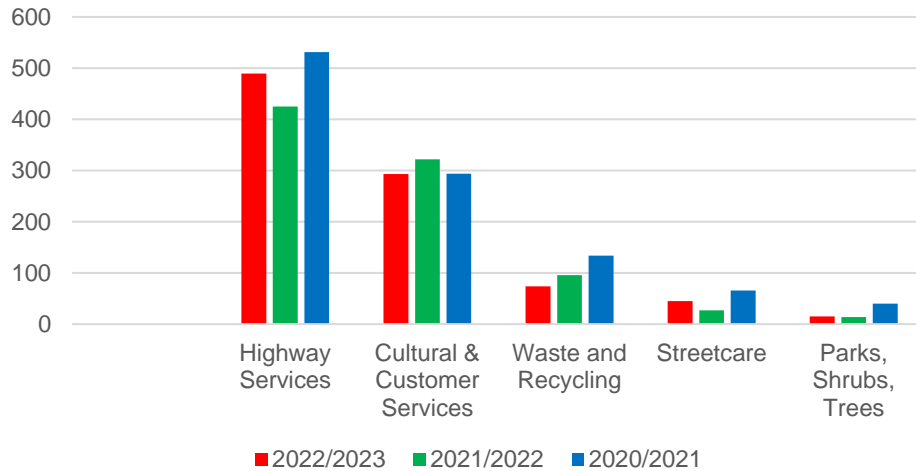


Upheld
(Council at fault)

Annual Figures decreased by 10 Local Government and Social Care Ombudsman Enquiries for 2022/2023 compared to 2021/2022.

Annual Corporate Customer Feedback 2020-2023

Compliments by Service Area - Top Five



Categories of Compliments - Three year comparison

