

Annual Corporate Customer Feedback 2023-2024

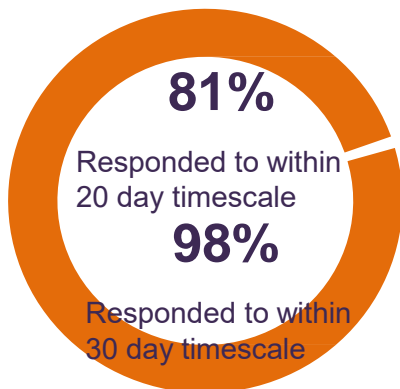
Complaints Received Compliments Received



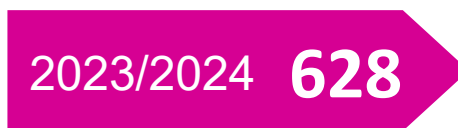
Complaints & Compliments – Three year comparison



Stage 1 Response Timescales



Complaints Comparison



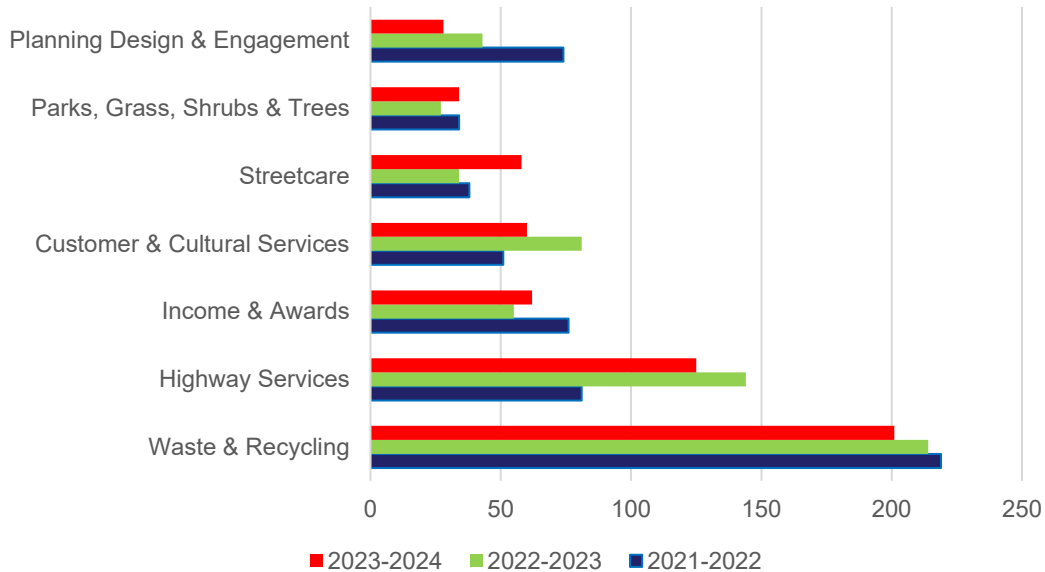
Complaints received
decreased by



In comparison to 2022/2023 a decrease has been seen in the number of complaints received.

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Top service Area for Complaints - Three year comparison



Complaints Breakdown by Directorate 2023-2024



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Top 3 Category of Complaints

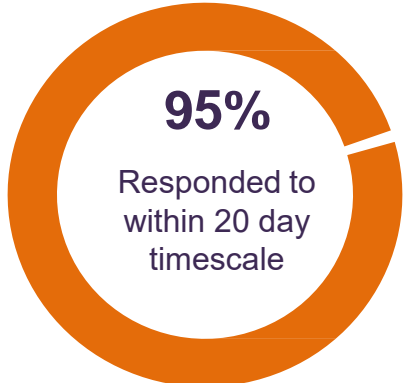
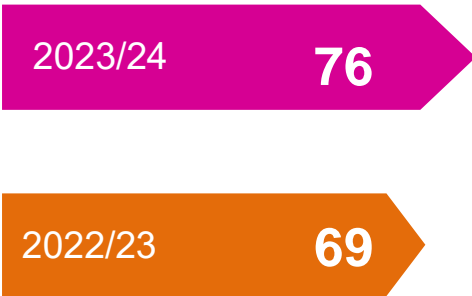


Top 3 Category of Learning

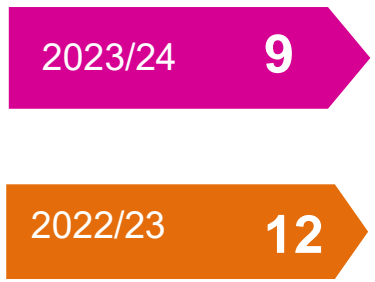


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Stage 2 Complaints Comparison



LGSCO Enquiries



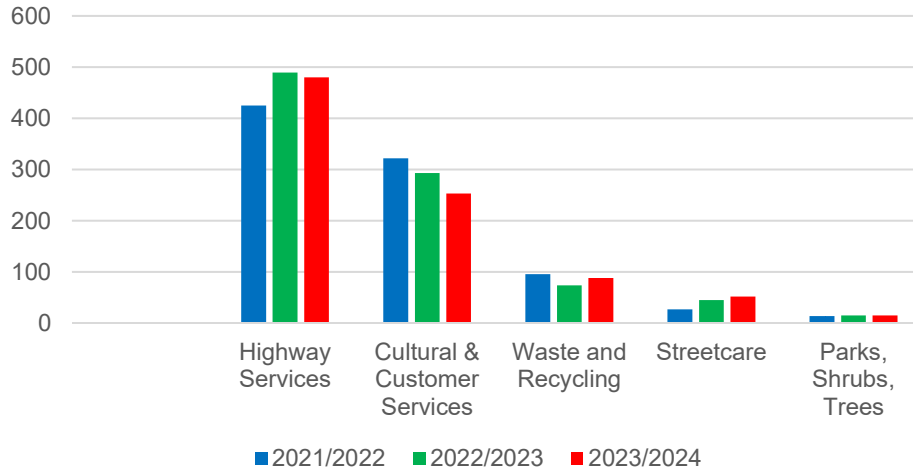
Not Upheld
(Council not at fault)



Upheld
(Council at fault)

Annual Corporate Customer Feedback 2021-2024

Compliments by Service Area - Top 5



Categories of Compliments - Three year comparison

