

# Annual Corporate Customer Feedback 2023-2024

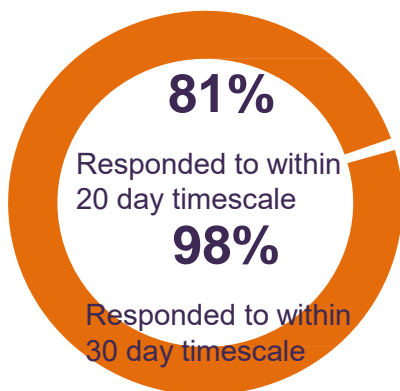
## Complaints Received    Compliments Received



### Complaints & Compliments – Three year comparison



## Stage 1 Response Timescales



## Complaints Comparison



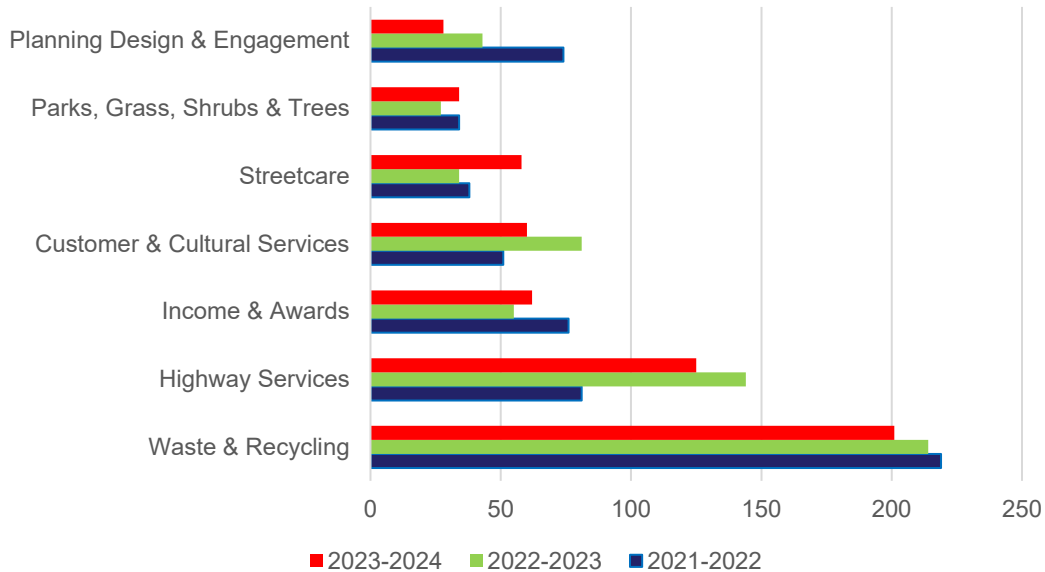
## Complaints received decreased by



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

# Annual Corporate Customer Feedback 2023-2024

### Top service Area for Complaints - Three year comparison



### Complaints Breakdown by Directorate 2023-2024



# Annual Corporate Customer Feedback 2023-2024

## Top 3 Category of Complaints

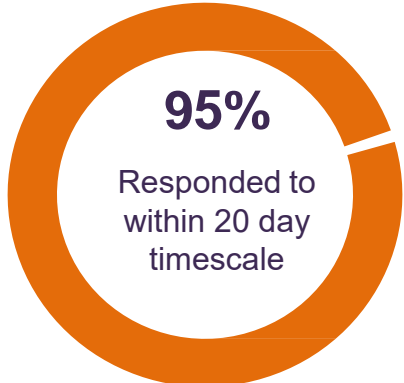
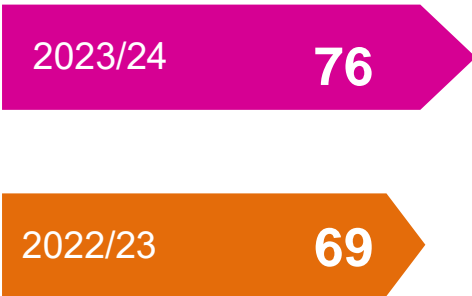


## Top 3 Category of Learning

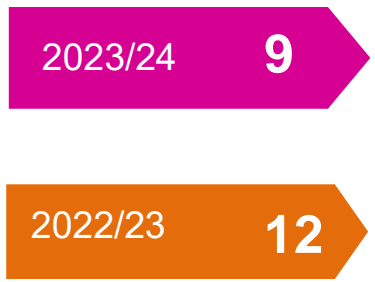


# Annual Corporate Customer Feedback 2023-2024

## Stage 2 Complaints Comparison



## LGSCO Enquiries



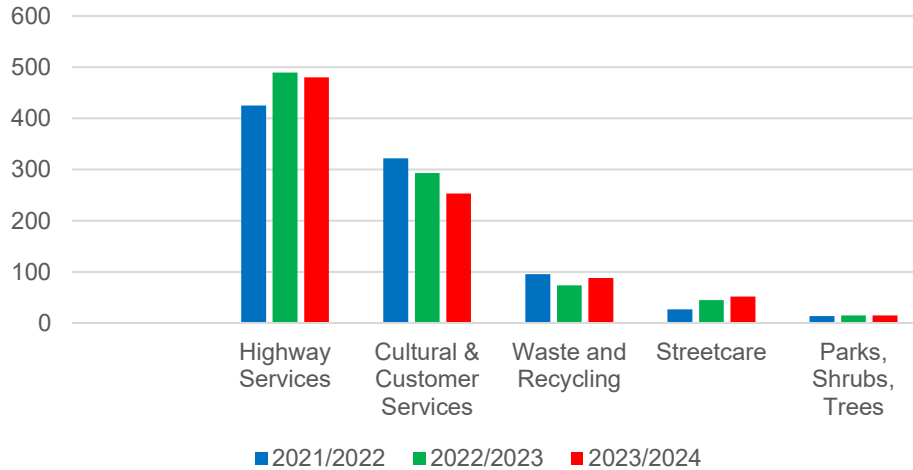
**Not Upheld**  
*(Council not at fault)*



**Upheld**  
*(Council at fault)*

# Annual Corporate Customer Feedback 2021-2024

Compliments by Service Area - Top 5



Categories of Compliments - Three year comparison

