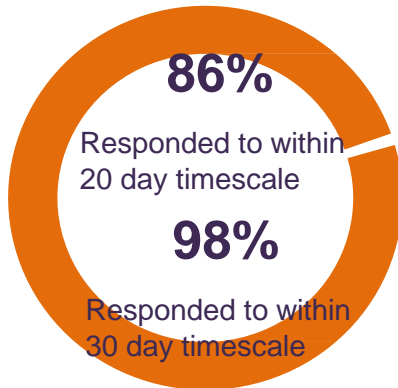


# Annual Corporate Customer Feedback 2019-2020

Complaints Received    Compliments Received



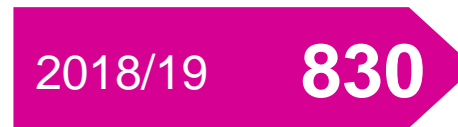
## Stage 1 Response Timescales



## 3 Year comparison of Complaints & Compliments



## Complaints Comparison



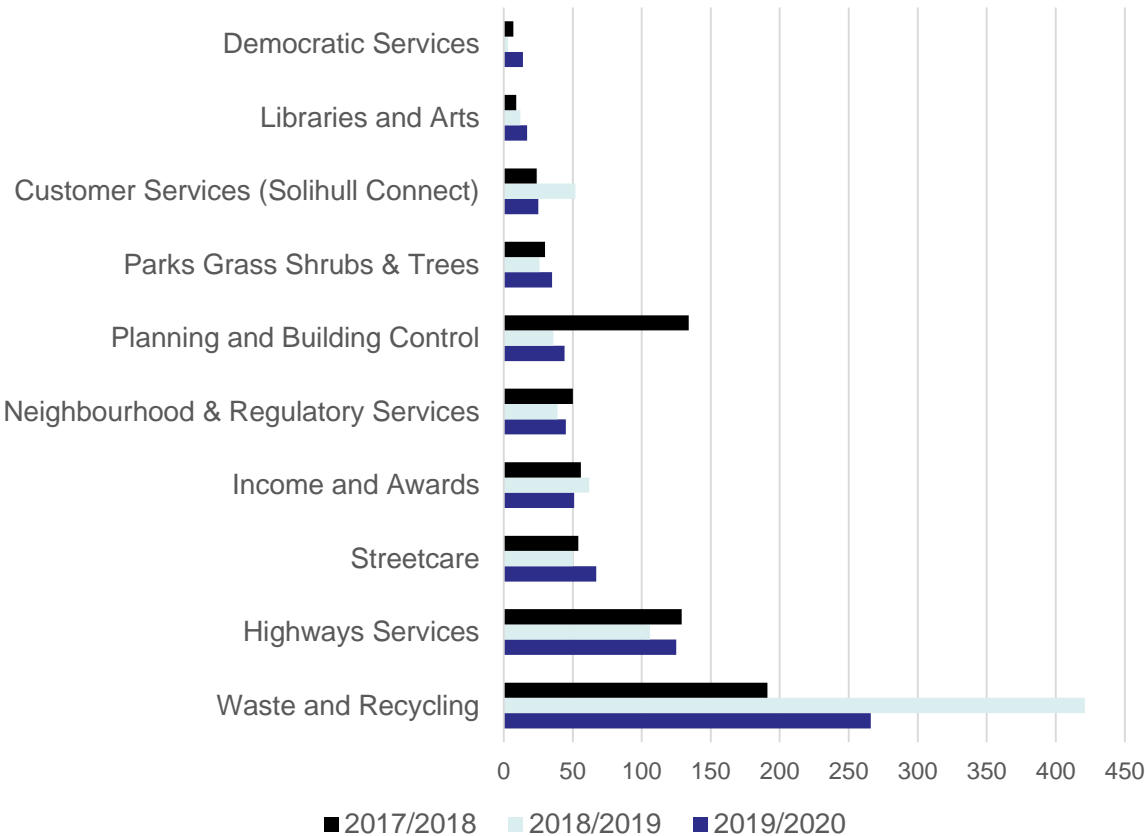
## Complaints received decreased by



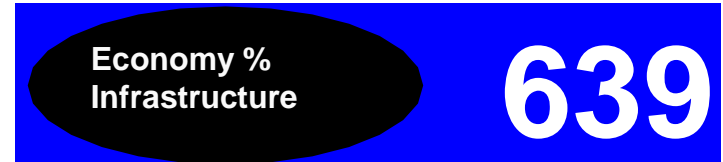
*In comparison to 2018/2019 a decrease has been seen in the number of complaints received.*

# Annual Corporate Customer Feedback 2019-2020

## Top Ten Service Areas - 3 Year Comparison

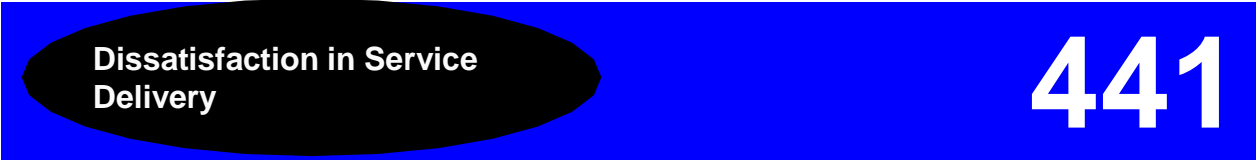


## Complaints Breakdown by Directorate

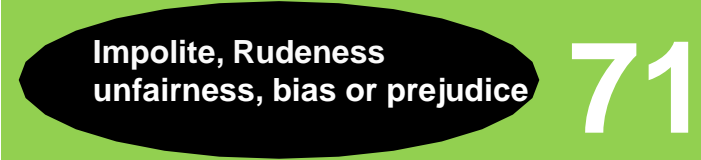


# Annual Corporate Customer Feedback 2019-2020

## Top 3 Category of Complaints

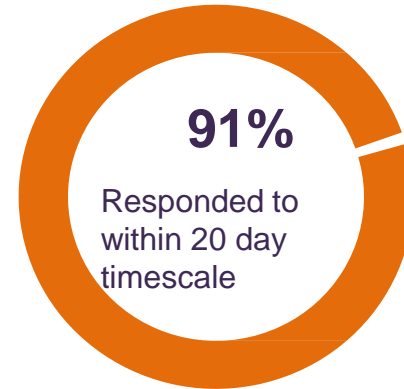
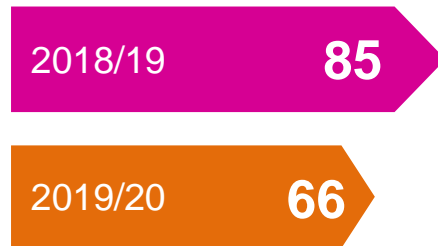


Place

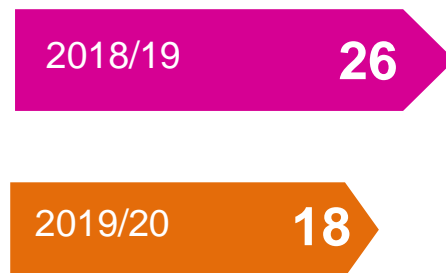


# Annual Corporate Customer Feedback 2019-2020

## Stage 2 Complaints Comparison for 2019/2020



## LGSCO Enquiries for 2019/2020



**16**

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

**2**

**Upheld**  
(Council at  
fault)

*Annual Figures decreased by 8  
Local Government and Social Care  
Ombudsman Enquiries for 2019/2020  
compared to 2018/19.*

# Annual Corporate Customer Feedback 2019-2020

## Top 3 Categories of Learning



Place

