

Our Complaints Performance 2016/2017 – Quarter 1

The Council publishes complaints performance information on a quarterly basis. The performance information below relates to complaints handled between 1st April and 30th June 2016.

How many customer complaints did we receive?

Between 1st April – 30th June 2016 we handled 299 customer complaints

- **248** complaints were handled at stage one
- **51** complaints were handled at stage two

What was the outcome of stage one complaints?

- We upheld **122** (49%) stage one complaints
- We partially upheld **33** (13%) stage one complaints
- We did not uphold **93** (38%) stage one complaints

What was the outcome of stage two complaints?

- We upheld **7** (14%) stage two complaint
- We partially upheld **12** (23%) stage two complaint
- We did not uphold **32** (63%) stage two complaints

Our timescales – Stage One Complaints

We aim to respond to stage one complaints within **5** working days.

- We closed **200** (67%) stage one complaints within **5** working days
- The average time to respond to stage one complaints was **6** working days

Our timescales – Stage Two Complaints

We aim to respond to stage two complaints within **20** working days.

- We closed **42** (82%) stage two complaints within **20** working days
- The average time to respond to stage two complaints was **19** working days