

Appendix 1 – Audit & Scrutiny, Complaint Report April 2025 – December 2025, Tables of Statistics

Table 1 below shows total complaints by service area, further broken down into complaint stages between April 2025 and December 2025. The second table on this page is the equivalent data set for the same period in 2024.

<b>Service Area (April – December 2025)</b>	<b>Total Council Complaints (ALL stages)</b>	<b>Total Percentage Breakdown (ALL stages)</b>	<b>Stage 1</b>	<b>Stage 1 (%)</b>	<b>Stage 2</b>	<b>Stage 2 (%)</b>
Operational Services	200	67%	186	71%	14	36%
Housing and Community	50	17%	40	15%	10	26%
Place Development	23	7%	15	6%	8	21%
Policy and Corporate	9	3%	6	2%	3	7%
Finance , revenues & Benefits	16	5%	13	5%	3	7%
ICT	1	1%	1	1%	0	0%
Legal, Democratic & Election Services	0	0%	0	0%	0	0%
People and Organisational Development	0	0%	0	0%	0	0%
Property & Regeneration	1	1%	0	0%	1	3%
<b>Totals:</b>	<b>300</b>	<b>N/A</b>	<b>261</b>	<b>N/A</b>	<b>39</b>	<b>N/A</b>

<b>Service Area (April – December 2024)</b>	<b>Total Council Complaints (ALL stages)</b>	<b>Total Percentage Breakdown (ALL stages)</b>	<b>Stage 1</b>	<b>Stage 1 (%)</b>	<b>Stage 2</b>	<b>Stage 2 (%)</b>
Operational Services	262	57%	242	92%	20	8%
Housing and Community	92	20%	86	93%	6	7%
Place Development	67	15%	45	67%	22	33%
Policy and Corporate	12	3%	11	92%	1	8%
Finance , revenues & Benefits	19	5%	16	84%	3	16%
ICT	1	0%	1	100%	0	0%
Legal, Democratic & Election Services	5	1%	5	100%	0	0%

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People and Organisational Development	0	0%	0	0%	0	0%
Property & Regeneration	2	0%	2	100%	0	0%
<b>Totals:</b>	<b>460</b>	<b>N/A</b>	<b>408</b>	<b>N/A</b>	<b>52</b>	<b>N/A</b>

Table 2 shows complaint breakdown by stages. \*Please note there were no complaints for Legal, Democratic & Election Services and People and Organisational Development, therefore these service areas have been removed from the tables below (but are included in Table 1 above).

	Operational Services							Housing & Communities						Place Development				Policy & Corporate Resources			Financial Services			Property & Regeneration	IT	
	Refuse & Recycling	Grounds Maintenance	Venues	Streetcare	Markets	Allotments	Cemeteries	Environmental Health	Car Parks	Enforcement	Licensing	Housing	Community Support	Grants	Planning	Planning enforcement	Planning policy	Trees	Contact Centre	Business Support	Procurement	Council Tax	Benefits	Finance	Estates	IT
Stage 1	163	7	0	12	2	0	2	5	12	2	3	15	2	1	12	2	0	1	1	1	4	11	2	0	0	1
Sub Total:	186							40							15				6			13			0	1
Stage 2	10	0	1	2	0	0	1	3	2	0	1	4	0	0	5	3	0	0	0	0	3	3	0	0	1	0
Sub Total:	14							10							8				3			3			1	0
Total:	200							50							23				9			16			1	1

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Table 3 shows complaints responded to in time and out of time by service area. \*Please note there were no complaints for Legal, Democratic & Election Services and People and Organisational Development, therefore these service areas have been removed from the tables below (but are included in Table 1 above).

Service Area	Stage 1 In time		Stage 1 Out of Time		Stage 2 In Time		Stage 2 Out of time		Withdrawn		In progress	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Operational Services	90	48%	84	45%	14	100%	0	0%	2	1%	10	5%
Housing and Community	23	58%	14	35%	5	50%	5	50%	3	8%	0	0%
Place Development	6	40%	8	53%	4	40%	1	10%	2	13%	2	20%
Policy and Corporate	3	50%	3	50%	3	100%	0	0%	0	0%	0	0%
Finance, revenues & Benefits	12	100%	0	0%	1	33%	1	33%	1	8%	1	33%
ICT	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%
Property & Regeneration	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%
<b>Totals:</b>	<b>135</b>	<b>N/A</b>	<b>109</b>	<b>N/A</b>	<b>28</b>	<b>N/A</b>	<b>7</b>	<b>N/A</b>	<b>8</b>	<b>N/A</b>	<b>13</b>	<b>N/A</b>

Table 4 shows complaints upheld and not upheld by service area. \*Please note there were no complaints for Legal, Democratic & Election Services and People and Organisational Development, therefore these service areas have been removed from the tables below (but are included in Table 1 above).

Service Area	Upheld Stage 1		Not Upheld Stage 1		Upheld Stage 2		Not Upheld Stage 2		Withdrawn		In Progress	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Operational Services	164	88%	10	5%	13	93%	1	7%	2	1%	10	5%
Housing and Community	25	63%	12	30%	6	60%	4	40%	3	8%	0	0%
Place Development	4	27%	10	60%	0	0%	5	63%	2	13%	2	20%
Policy and Corporate	2	33%	4	67%	0	0%	3	100%	0	0%	0	0%
Finance, revenues & Benefits	2	15%	10	77%	0	0%	2	67%	1	8%	1	33%
ICT	1	100%	0	0%	0	0%	0	0%	0	0%	0	0%
Property & Regeneration	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%
<b>Totals:</b>	<b>198</b>	<b>N/A</b>	<b>46</b>	<b>N/A</b>	<b>19</b>	<b>N/A</b>	<b>16</b>	<b>N/A</b>	<b>8</b>	<b>N/A</b>	<b>13</b>	<b>N/A</b>