

## Appendix 1

## Overview of Total Representations by Year

Type of representation	2022/23	2021/22	2020/21	2019/20
<b>Complaints</b>				
<b>Corporate</b>				
Stage 1 complaints	478	532	457	632
Direct to Stage 2 complaints	21	17	24	15
Direct to Ombudsman	0	0	1	0
<i>Total complaints</i>	<i>499</i>	<i>549</i>	<i>483</i>	<i>647</i>
Stage 1 escalated to Stage 2	49	53	26	44
<i>Total Stage 2 complaints</i>	<i>70</i>	<i>70</i>	<i>50</i>	<i>59</i>
<b>Adult Social Care</b>	54	48	46	67
<b>Children's Social Care</b>				
Stage 1 complaints	56	49	37	57
Direct to Stage 2 complaints	0	4	0	0
<i>Total complaints</i>	<i>56</i>	<i>53</i>	<i>37</i>	<i>57</i>
Stage 1 escalated to Stage 2	20	8	7	10
<i>Total Stage 2 complaints</i>	<i>20</i>	<i>12</i>	<i>7</i>	<i>10</i>
Stage 3 complaints	2	1	2	3
<b>Housing</b>				
Stage 1 complaints	98	88	60	65
Direct to Stage 2 complaints	0	0	1	1
<i>Total complaints</i>	<i>98</i>	<i>88</i>	<i>61</i>	<i>66</i>
Stage 1 escalated to Stage 2	17	16	12	6
<i>Total Stage 2 complaints</i>	<i>17</i>	<i>16</i>	<i>13</i>	<i>7</i>
<b>Public Health</b>	2	1	2	1
<b>Total Complaints</b>	<b>709</b>	<b>739</b>	<b>629</b>	<b>838</b>
<b>Compliments</b>				
Corporate	130	154	209	170
Adult Social Care	31	33	38	62
Children's Social Care	8	8	15	7
Housing	33	21	47	49
Public Health	0	1	0	4
<b>Total Compliments</b>	<b>202</b>	<b>217</b>	<b>309</b>	<b>292</b>
<b>Comments</b>				
Corporate	110	123	171	166
Adult Social Care	0	2	1	0
Children's Social Care	0	1	0	0
Housing	2	1	4	2
Public Health	0	0	2	0
<b>Total Comments</b>	<b>112</b>	<b>127</b>	<b>178</b>	<b>168</b>