



# **DARLINGTON**

Borough Council

## **Corporate Complaints, Compliments and Comments Annual Report 2022/23**

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## **Introduction**

1. This report provides an analysis of the complaints, compliments and comments received by the Council during 2022/23 under the Corporate Complaints, Compliments and Comments Procedure (the corporate procedure). The purpose of the report is to identify topics and trends in relation to complaints; identify areas of organisational learning that have taken place over the past year as a result of the complaints received and make further recommendations based on trend data to improve services. The report also highlights those areas of good practice within the Council and seeks to identify topics and trends in relation to comments made by members of the public so the Council can also take action where appropriate to improve services.
2. In addition to the statistical information presented in this report it is important to recognise the work of the Complaints and Information Governance (CIG) Team that underpins this in terms of promoting an organisational culture in which complaints are recognised, accepted, owned and resolved as efficiently and as close to the point of service delivery as possible.

## **Corporate Complaints, Compliments and Comments Procedure**

3. The corporate procedure sets out how the Council will deal with all complaints, compliments and comments received with the exception of those received in relation to adult and children's social care services, social housing, public health and Members which will be dealt with under separate procedures.
4. The corporate procedure has two stages. Stage 1 is a local resolution stage where we try to resolve those complaints that cannot be resolved immediately as part of our day to day business. Stage 1 complaints are dealt with locally, that is within the service being complained about. We aim to resolve the majority of complaints at Stage 1 of the corporate procedure.
5. Stage 2 is a formal investigation stage where complaints will usually be investigated by the Council's Complaints Investigator, the Complaints and Information Governance Manager or another officer independent of the service being complained about.
6. If the complainant remains dissatisfied following a Stage 2 investigation they may refer the matter to the Local Government and Social Care Ombudsman.

## **Public Information and Accessibility**

7. We are committed to making sure that everyone has equal access to all our services. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

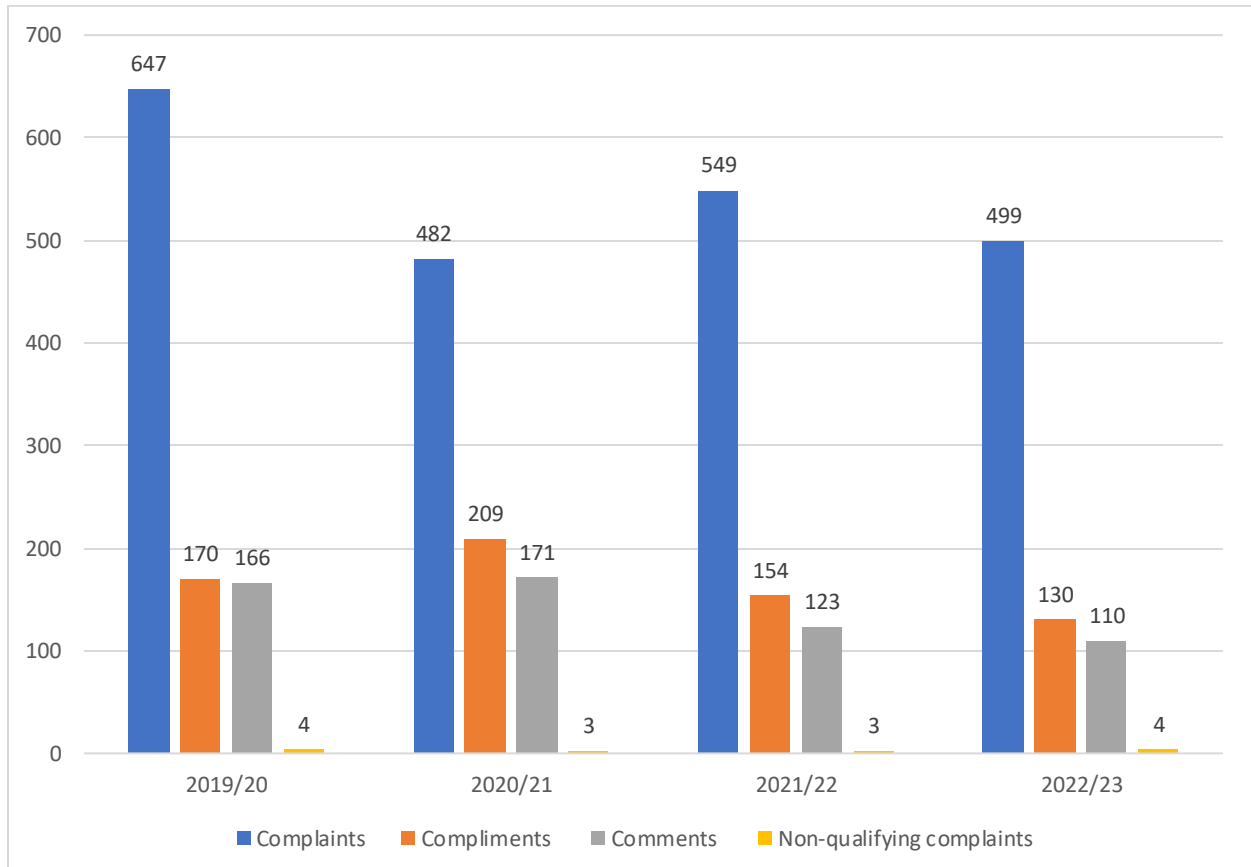
8. Information is available on the Council's website which contains an electronic form people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, email, via the web, over the phone, in person or by any other reasonable means.
9. The Complaints and Information Governance Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

## Complaints Information and Organisational Learning

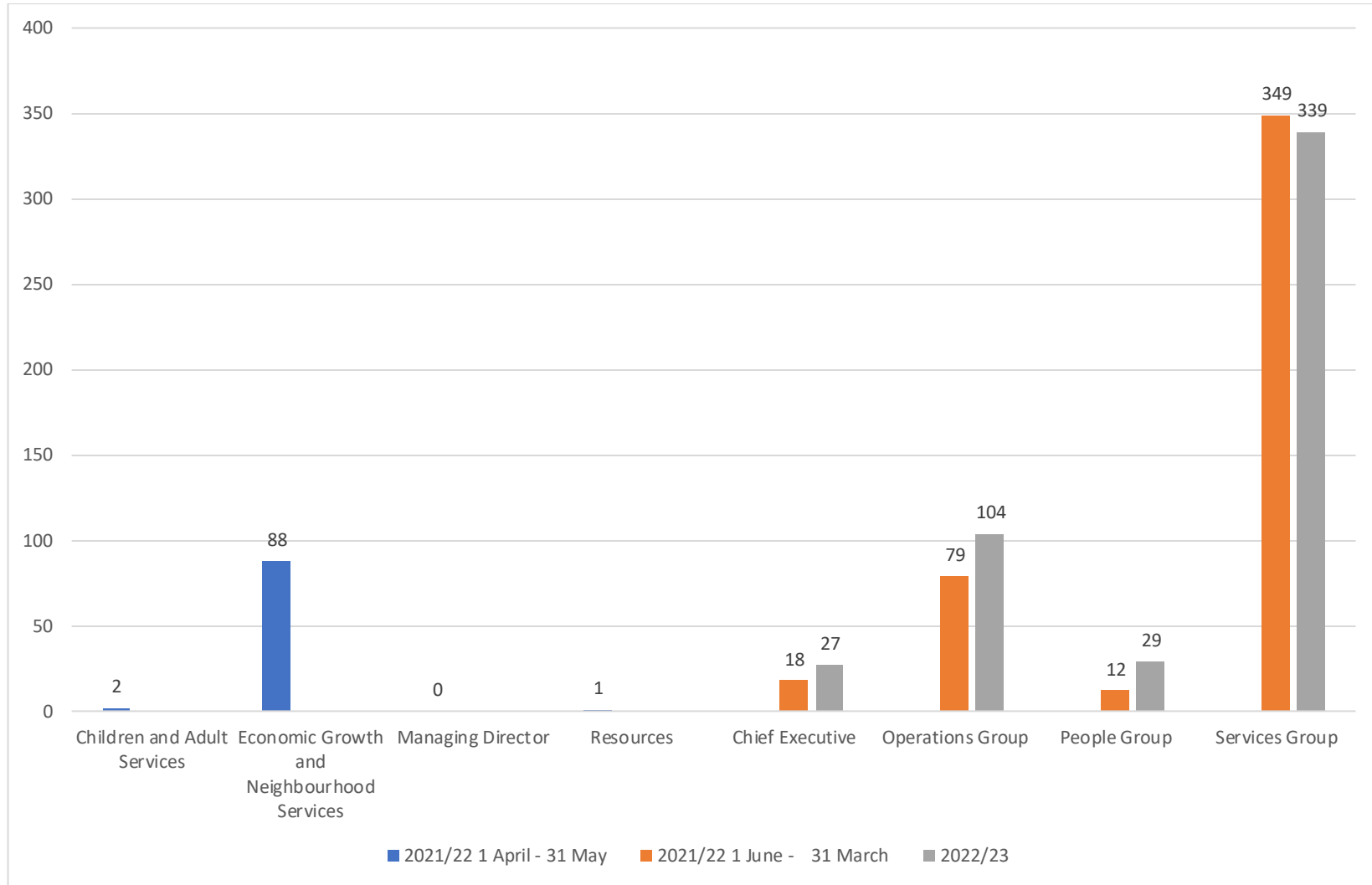
### Overview of Corporate Complaints, Compliments and Comments

10. Between 1 April 2022 and 31 March 2023 the Council received a total of 743 representations under the corporate procedure, a decrease from 829 in 2021/22, 865 in 2020/21 and 987 in 2019/20.
11. The Council received 499 corporate complaints, which was a decrease from 549 in 2021/22, an increase from 482 in 2020/21 and a decrease from 647 in 2019/20. 478 complaints were initially dealt with at Stage 1 of the corporate procedure, whilst 21 were escalated directly to Stage 2. 49 Stage 1 complaints were escalated to Stage 2 following a Stage 1 investigation. In total 70 complaints were investigated at Stage 2, the same number as in 2021/22, an increase from 50 in 2020/21 and 59 in 2019/20.
12. The Council received 130 corporate compliments, a decrease from 154 in 2021/22, 209 in 2020/21 and 170 in 2019/20.
13. The Council received 110 corporate comments, a decrease from 123 in 2021/22, 171 in 2020/21 and 166 in 2019/20.
14. The Council also received four non-qualifying corporate complaints, an increase from three in 2021/22 and 2020/21 and the same number as in 2019/20.

### Total Corporate Complaints, Compliments and Comments

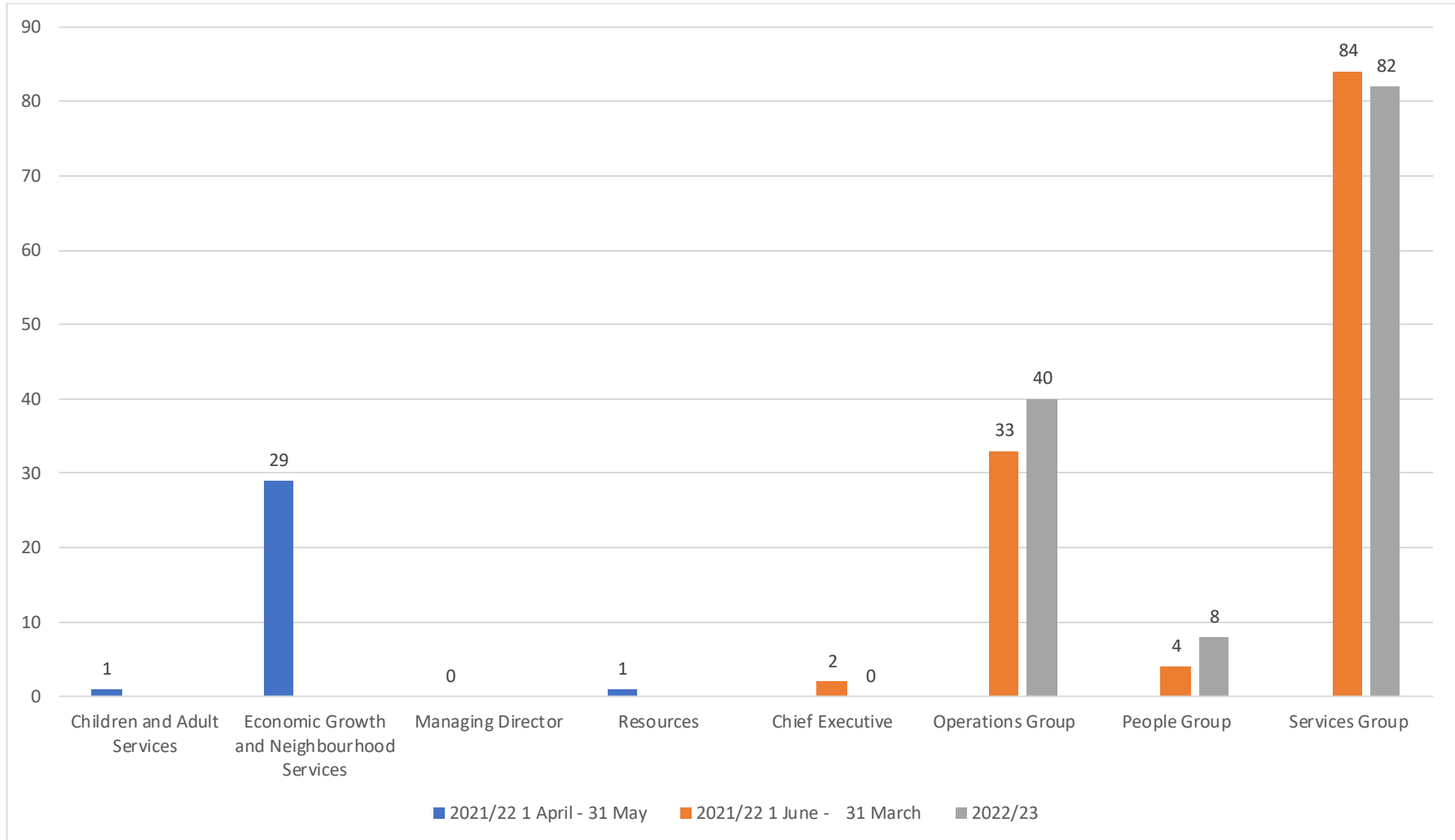


### Corporate Complaints by Department



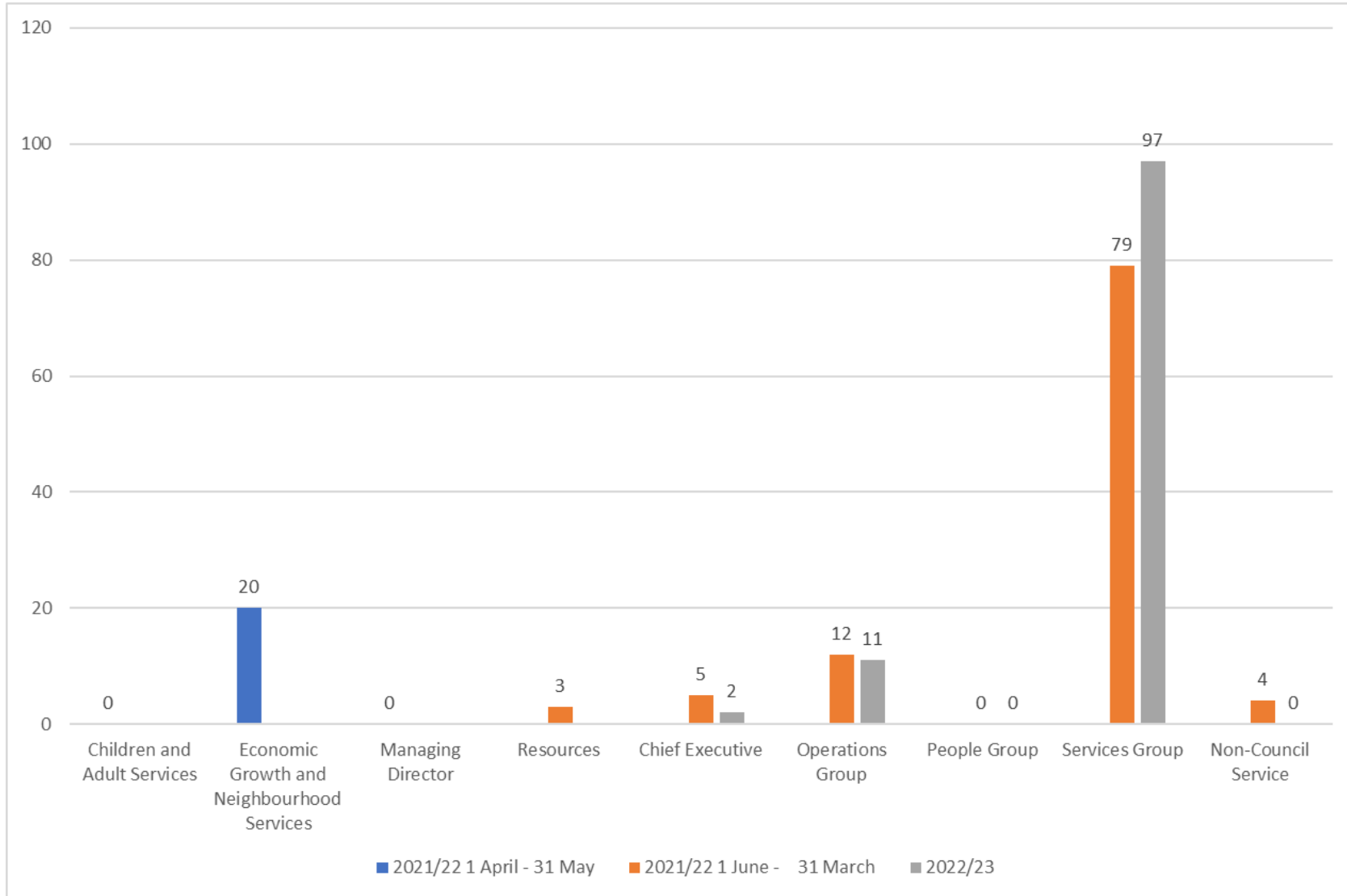
*N.B. Direct comparison data is not available due to the change in the Council's organisational structure.*

### Corporate Compliments by Department



*N.B. Direct comparison data is not available due to the change in the Council's organisational structure.*

### Corporate Comments by Department



*N.B. Direct comparison data is not available due to the change in the Council's organisational structure.*

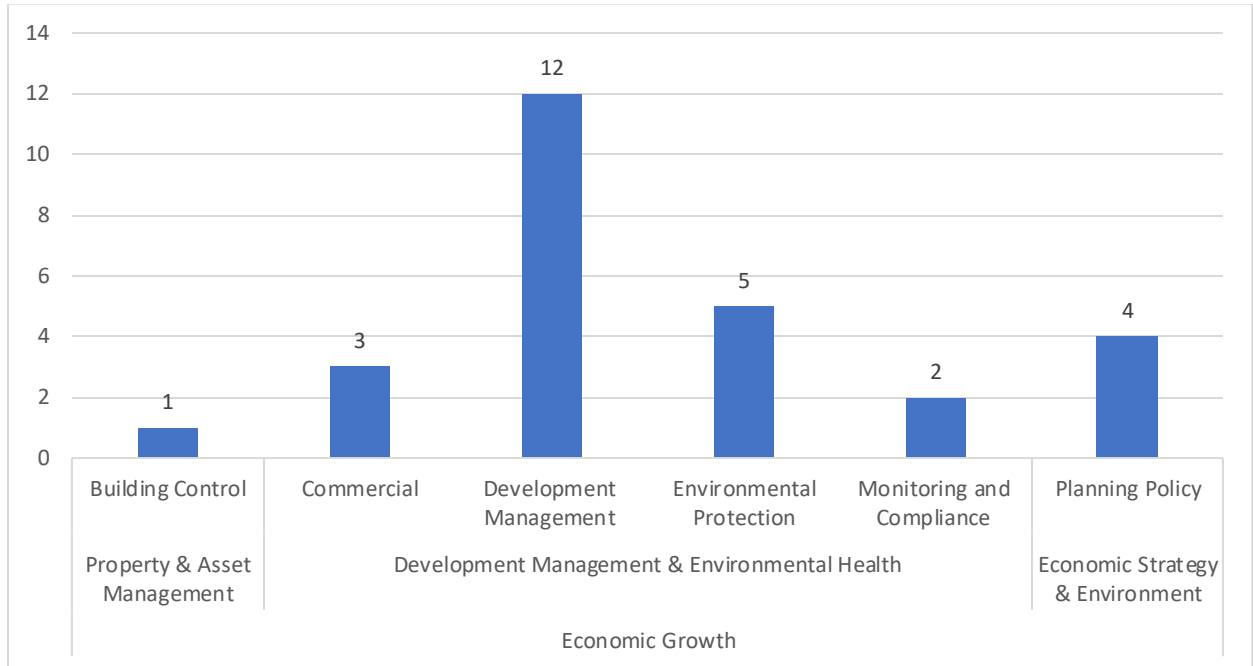


## Complaints, Compliments and Comments by Department

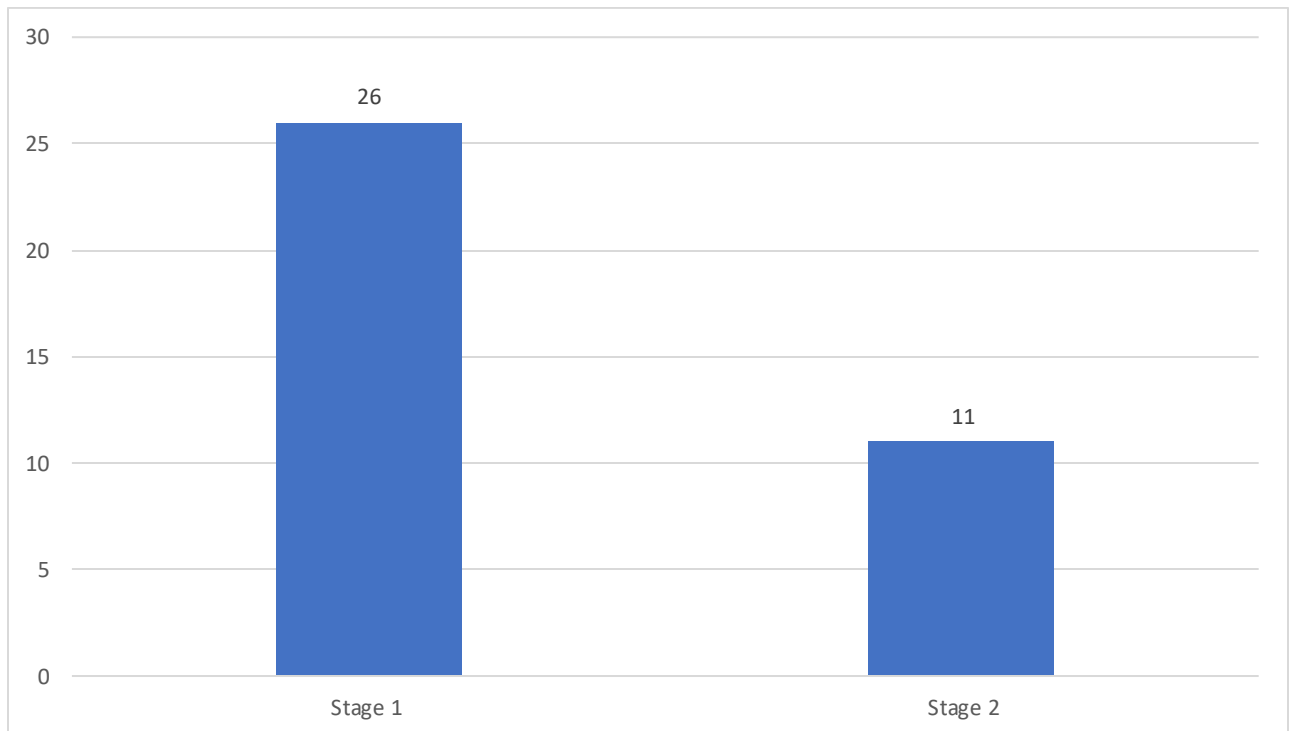
### Chief Executive

#### Complaints by Service Area/Team

15. Chief Executive received 27 corporate complaints during 2022/23.



#### Complaints by Stage



*N.B. One complaint was escalated directly to Stage 2*

### Compliments by Service Area/Team

16. Chief Executive did not receive any corporate compliments during 2022/23.

### Comments by Service Area/Team

17. Chief Executive received two corporate comments. One for Environmental Health and one for Planning Policy.

### Complaints by Outcome

18. The below tables show the decisions reached on complaints during 2022/23.

#### Stage 1 Outcomes

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Planning Policy	0	2	0	0	0	2
Development Management	0	7	3	0	1	11
Commercial	0	2	0	0	0	2
Environmental Protection	0	0	0	4	1	5
Monitoring and Compliance	0	1	0	0	0	1
<b>Totals</b>	<b>0</b>	<b>12</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>21</b>

#### Stage 2 Outcomes

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Planning Policy	0	1	1	0	0	2
Development Management	0	1	2	1	0	4
<b>Totals</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>6</b>

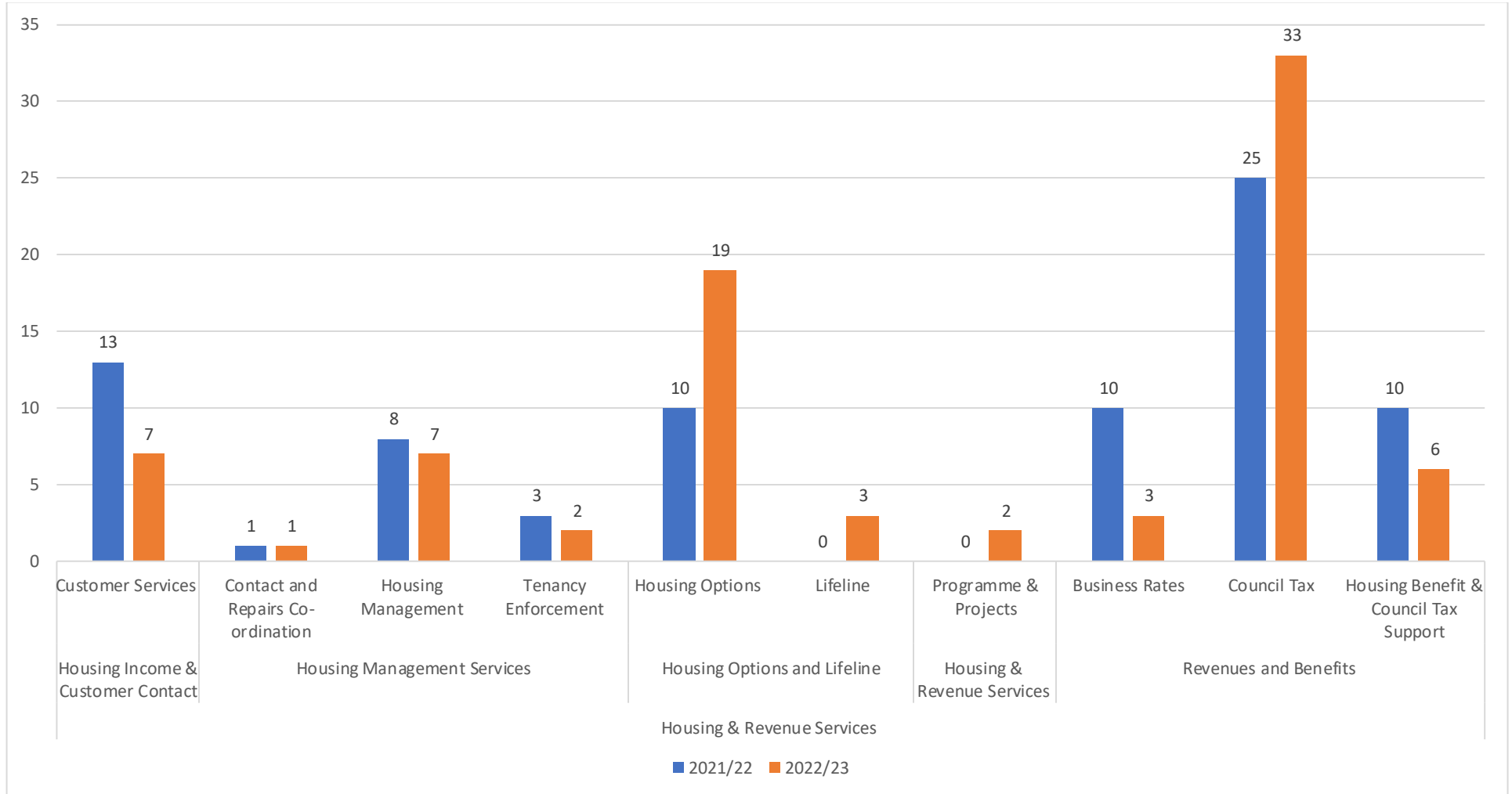
#### Organisational Learning

19. All resolution and organisational learning actions identified as a result of corporate complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, the following organisational learning resulted from the complaint investigations concluded during 2022/23.

20. Development Management - the Council made explicit reference to the factors which can impact on the timeliness of planning enforcement matters in section 3 of A Charter for Development Management.

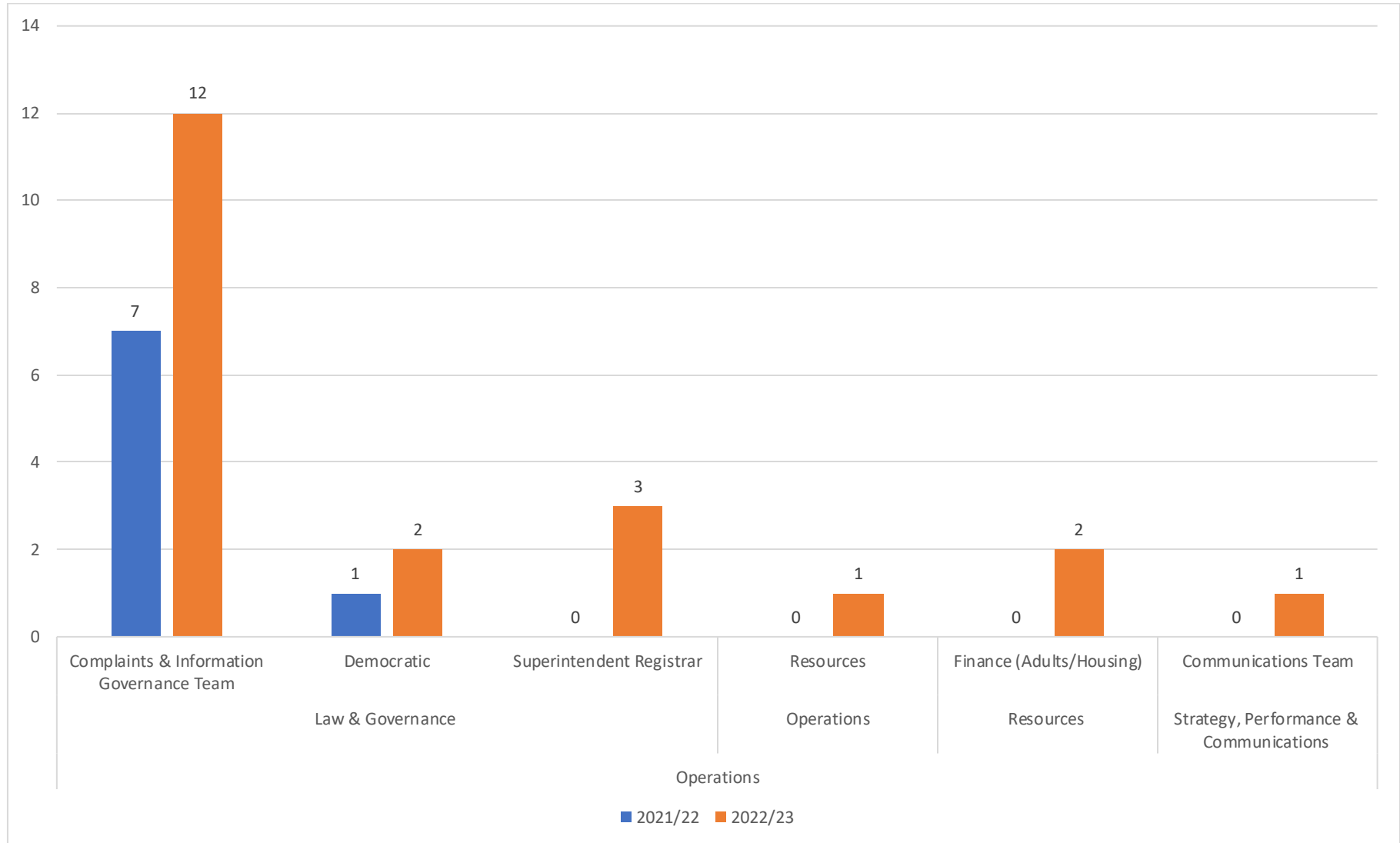
### Operations Group Complaints by Service Area/Team

21. Operations Group received 104 corporate complaints during 2022/23.



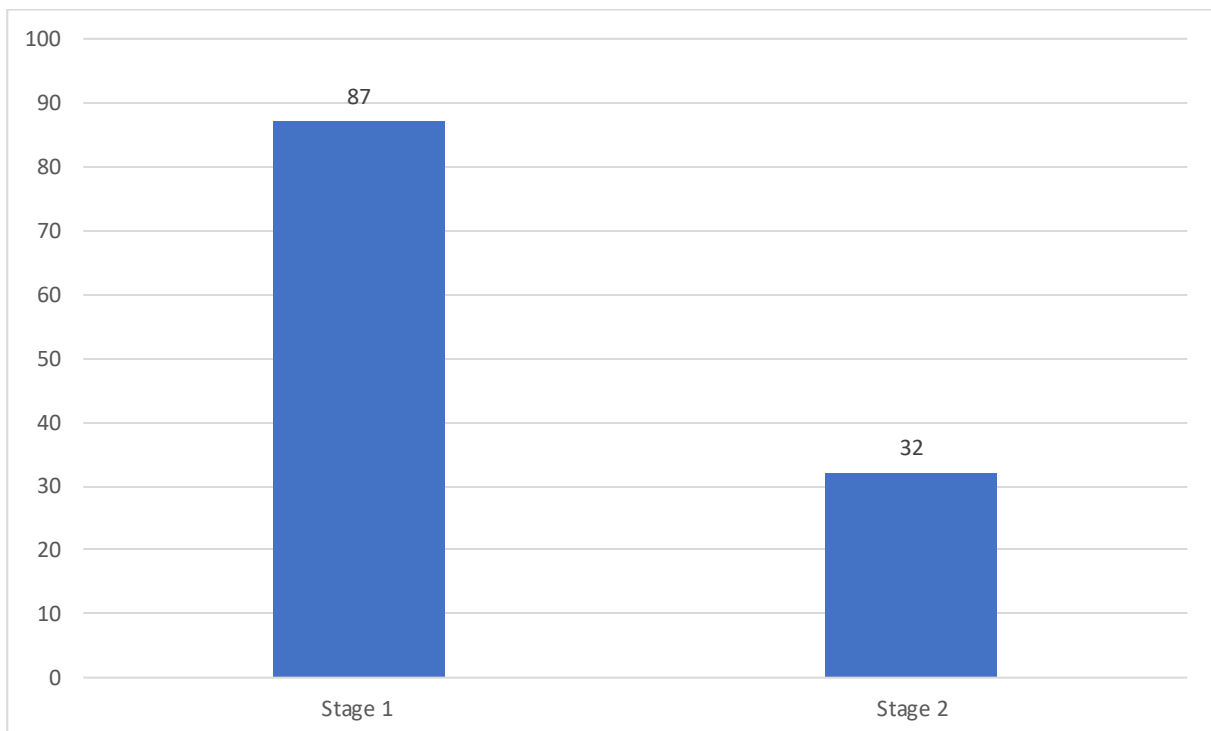
22. Customer Services received seven corporate complaints during 2022/23, a reduction from 13 in 2021/22. Difficulties experienced in contacting Customer Services was the only identifiable theme.
23. Contact and Repairs Co-ordination received one corporate complaint in 2022/23, the same number as in 2021/22.
24. Housing Management received seven corporate complaints during 2022/23, a decrease from eight in 2021/22. There were no identifiable themes.
25. Tenancy Enforcement received two corporate complaints during 2022/23, a decrease from three in 2021/22.
26. Housing Options received 19 corporate complaints during 2022/23, an increase from 10 in 2021/22. The most common cause of complaint was level of support provided in progressing housing applications/finding suitable accommodation.
27. Lifeline receive three corporate complaints during 2022/23, an increase from zero in 2021/22.
28. Programme & Projects received two corporate complaints during 2022/23, an increase from zero in 2021/22.
29. Business Rates received three corporate complaints during 2022/23, a decrease from 10 in 2021/22.
30. Council Tax received 33 corporate complaints during 2022/23, an increase from 25 in 2021/22. The most common themes were dissatisfaction with the support provided in resolving Council Tax issues, the attitude of advisors and issues with the Council Tax rebate.
31. Housing Benefit & Council Tax Support received six corporate complaints during 2022/23, a decrease from 10 in 2021/22. The most common themes was dissatisfaction with the support provided in relation to Housing Benefit & Council Tax Support.

### Complaints by Service Area/Team continued...



- 32. Complaints and Information Governance Team received 12 corporate complaints during 2022/23, an increase from seven in 2021/22. The most common theme was people’s dissatisfaction with the timeliness and/or content of the response to their Subject Access Request (SAR).
- 33. Democratic received two corporate complaints during 2022/23, an increase from one in 2021/22.
- 34. Superintendent Registrar received three corporate complaints during 2022/23, an increase from zero in 2021/22.
- 35. Resources received one corporate complaint during 2022/23, an increase from zero in 2021/22.
- 36. Finance (Adults/Housing) received two corporate complaints during 2022/23, an increase from zero in 2021/22.
- 37. Communications Team received one corporate complaint during 2022/23, an increase from zero in 2021/22.

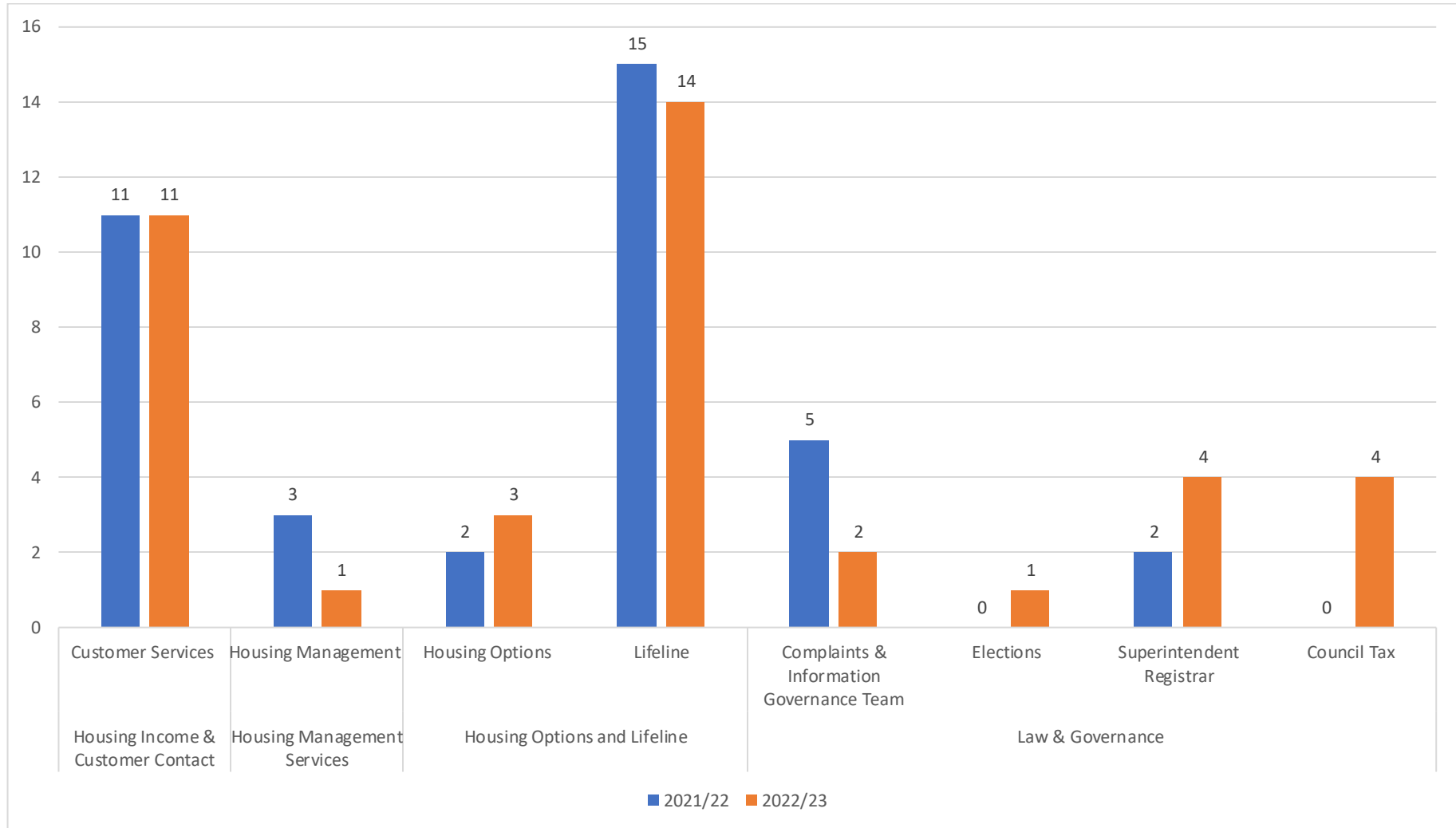
### Complaints by Stage



*N.B. 17 complaints were escalated directly to Stage 2.*

### Compliments by Service Area/Team

38. Operations Group received 40 corporate compliments during 2022/23.

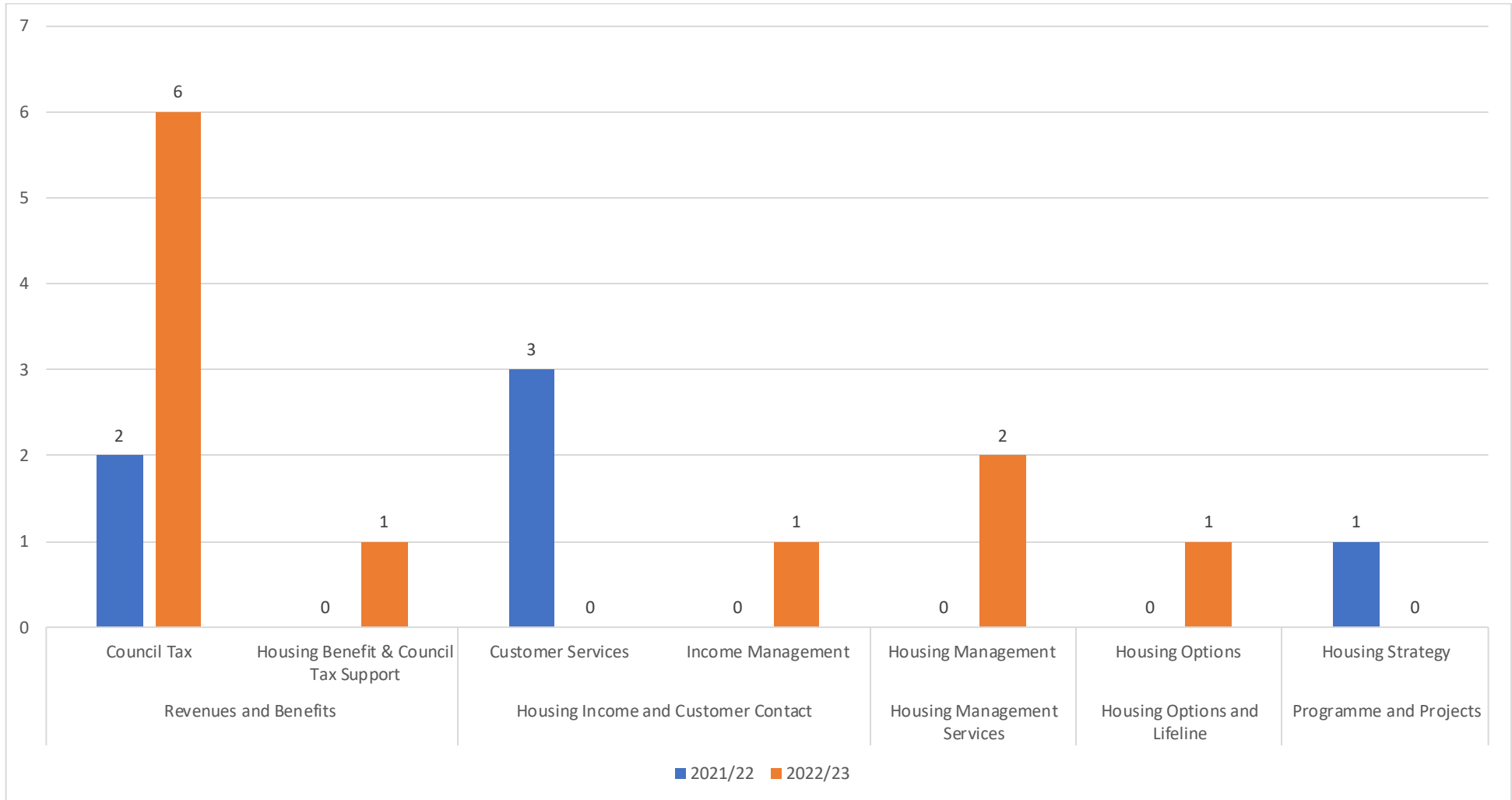




39. Customer Services received 11 corporate compliments during 2022/23, the same number as in 2021/22. The main theme was peoples satisfaction with the service provided in relation to a range of issues, including blue badges, bus passes, highways and refuse and recycling collections.
40. Housing Management Services received one corporate compliment during 2022/23, a decrease from three in 2021/22.
41. Housing Options received three corporate compliments during 2022/23, an increase from two in 2021/22.
42. Lifeline received 14 corporate compliments during 2022/23, a decrease from 15 in 2021/22. The main theme was peoples satisfaction with the service provided, particularly in relation to staff responding to falls and accidents.
43. Complaints and Information Governance Team received two corporate compliments during 2022/23, a decrease from five in 2021/22.
44. Elections received one corporate compliment in 2022/23, an increase from zero in 2021/22.
45. Superintendent Registrar received four corporate compliments during 2022/23, an increase from two in 2021/22.
46. Council Tax received four corporate compliments in 2022/23, an increase from zero in 2021/22.

### Comments by Service Area/Team

47. Operations Group received 11 corporate comments during 2022/23.



48. Council Tax received six corporate comments during 2022/23, an increase from two in 2021/22. The most common theme was people's dissatisfaction with the on-line services.
49. Housing Benefit & Council Tax Support received one corporate comment during 2022/23, an increase from zero in 2021/22.
50. Customer Services did not receive any corporate comments in 2022/23, a decrease from three in 2021/22.
51. Income Management received one corporate comment during 2022/23, an increase from zero in 2021/22.
52. Housing Management received two corporate comments during 2022/23, an increase from zero in 2021/22.
53. Housing Options received one corporate comment during 2022/23, an increase from zero in 2021/22.
54. Housing Strategy received one corporate comment during 2022/23, an increase from zero in 2021/22.

## Complaints by Outcome

55. The below tables show the decisions reached on complaints during 2022/23.

### Stage 1 Outcomes

Service Area/Team	Escalated to Stage 2 no Stage 1 Response	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Complaints and Information Governance Team	0	0	0	2	1	0	3
Democratic	1	0	0	1	0	0	2
Elections	0	0	1	0	0	0	1
Superintendent Registrar	0	0	1	0	1	0	2
Resources	0	0	0	1	0	0	1
Finance (Adults/Housing)	0	0	0	0	1	0	1
Customer Services	0	1	3	1	1	3	9
Housing Management	0	1	1	0	2	2	6
Tenancy Enforcement	0	0	2	0	0	0	2
Contact and Repairs Co-ordination	0	0	0	0	1	0	1
Housing Options	0	0	11	4	2	3	20
Lifeline	0	0	1	1	0	1	3
Business Rates	1	0	3	0	0	0	4
Council Tax	0	0	19	3	5	11	38
Housing Benefit & Council Tax Support	0	0	2	0	2	2	6
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>44</b>	<b>13</b>	<b>16</b>	<b>22</b>	<b>99</b>

## Stage 2 Outcomes

Service Area/Team	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Complaints and Information Governance Team	1	8	4	0	<b>13</b>
Democratic	2	1	0	0	<b>3</b>
Superintendent Registrar	0	0	1	0	<b>1</b>
Customer Services	0	0	1	0	<b>1</b>
Income Management	0	1	0	0	<b>1</b>
Housing Management	1	0	0	0	<b>1</b>
Tenancy Enforcement	1	0	0	0	<b>1</b>
Business Rates	1	0	0	0	<b>1</b>
Council Tax	4	3	0	1	<b>8</b>
Housing Benefit & Council Tax Support	1	1	0	0	<b>2</b>
<b>Totals</b>	<b>11</b>	<b>14</b>	<b>6</b>	<b>1</b>	<b>32</b>

## Organisational learning

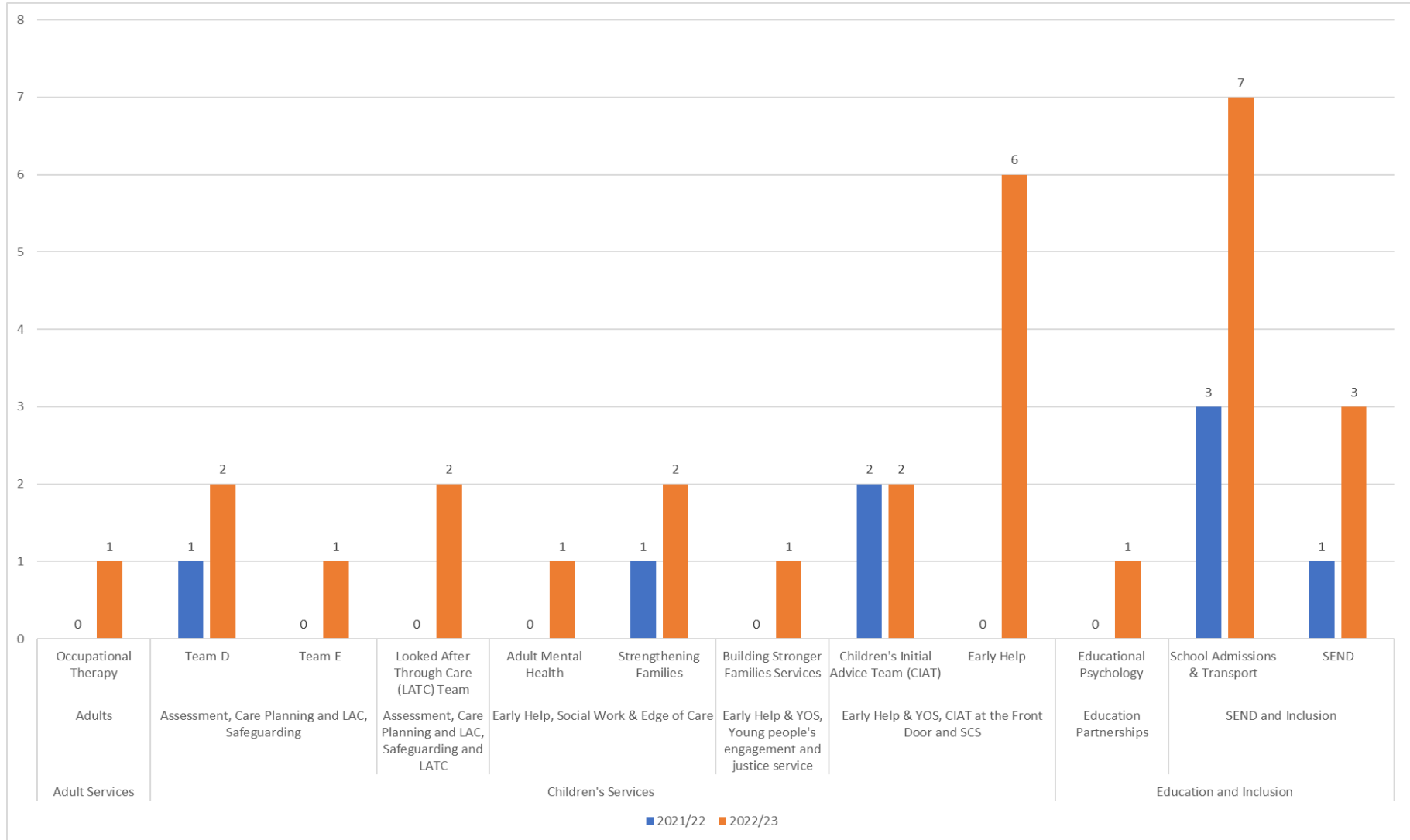
56. All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, the following organisational learning resulted from the complaint investigations concluded during 2022/23.
57. Democratic - it was agreed the Council would update its Constitution, clarifying the Council Procedure rules in relation to members of the public asking questions not pertinent to the subject matter at a special or extraordinary meeting.
58. Superintendent Registrar - staff were reminded of the importance of ensuring more robust checking takes place with the bride and groom before they sign the notice of marriage.
59. Customer Services - Environmental Services updated their contact page to include a telephone number and an email address for Parks and Greenspaces.
60. Income Management - staff were reminded to adhere to the Customer Standards Charter, which clearly gives timescales for responding to urgent and non-urgent communications from customers.
61. Housing Management - Housing Management Officers were reminded about following the tenancy agreement and the untidy garden procedure.
62. Housing Options - Homefinder – Saadian undertook a fix on accounts not showing shortlists.

63. Housing Options - the Allocations Team were informed they must ensure all supporting documents on Homefinder are responded to.
64. Housing Benefit & Council Tax Support - an improved process in respect of returned BACS payments was implemented.
65. Lifeline - a team toolbox talk was developed to further embed the Council's principles around dignity and respect.

## People Group

### Complaints by Service Area/Team

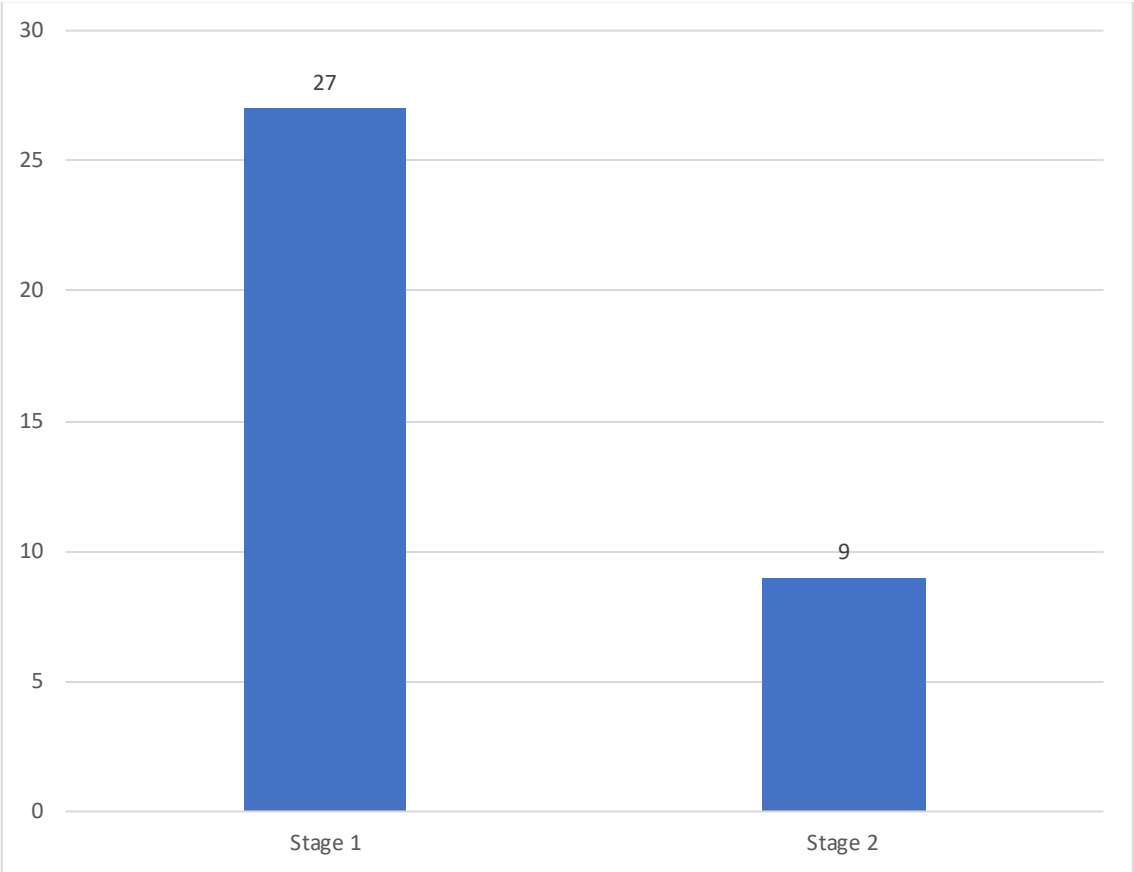
66. People Group received 29 corporate complaints during 2022/23.



67. Occupational Therapy Team received one corporate complaint during 2022/23, an increase from zero in 2021/22.
68. Team D received two corporate complaints during 2022/23, an increase from one in 2021/22.
69. Team E received one corporate complaint during 2022/23, an increase from zero in 2021/22.
70. Looked After Through Care (LATC) Team received two corporate complaints during 2022/23, an increase from zero in 2021/22.
71. Adult Mental Health (Children's Services) received one corporate complaint during 2022/23, an increase from zero in 2021/22.
72. Strengthening Families received two corporate complaints during 2022/23, an increase from one in 2021/22.
73. Building Stronger Families Services received one corporate complaint during 2022/23, an increase from zero in 2021/22.
74. Children's Initial Advice Team (CIAT) at the Front Door received two corporate complaints during 2022/23, the same as in 2021/22.
75. Early Help received six corporate complaints during 2022/23, an increase from zero in 2021/22. There were no identifiable themes.
76. Educational Psychology received one corporate complaint during 2022/23, an increase from zero in 2021/22.
77. School Admissions and Transport received seven corporate complaints during 2022/23, an increase from three in 2021/22. The most common theme was the provision and quality of school transport.
78. Special Educational Needs and Disability (SEND) received three corporate complaints during 2022/23, an increase from one in 2021/22.



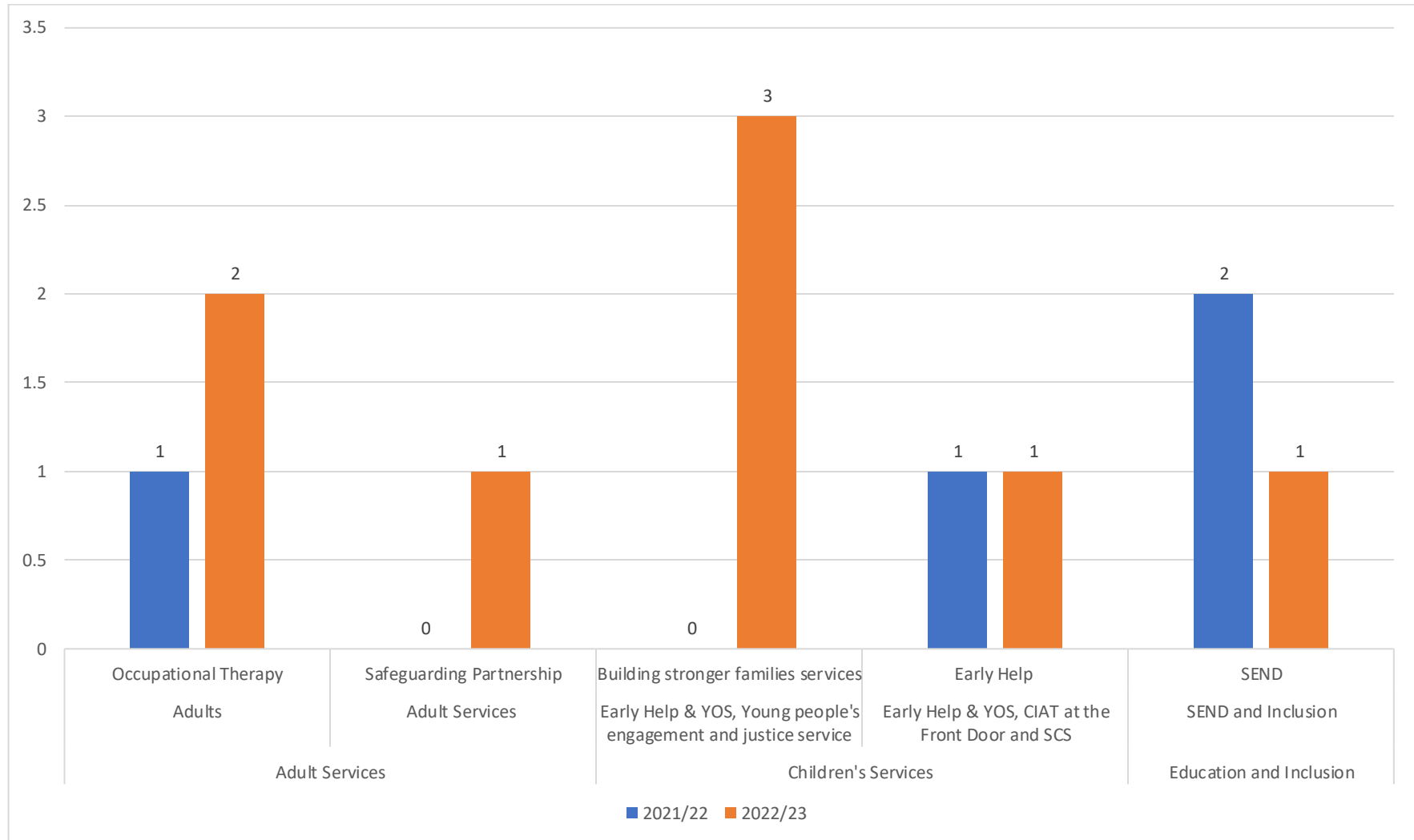
### Complaints by Stage



*N.B. Two complaints were escalated directly to Stage 2*

### Compliments by Service Area/Team

79. People Group received eight corporate compliments during 2022/23.



80. Occupational Therapy received two corporate compliments during 2022/23, an increase from one as in 2021/22.
81. Safeguarding Partnership received one corporate compliment during 2022/23, an increase from zero in 2021/22.
82. Building Stronger Families services received three corporate compliments during 2022/23, an increase from zero as in 2021/22.
83. Early Help received one corporate compliment during 2022/23, the same as in 2021/22.
84. SEND received one corporate compliment during 2022/23, a decrease from two in 2021/22.

**Comments by Service Area/Team**

85. People Group did not receive any corporate comments during 2022/23, as was the case in 2021/22.

### Complaints by Outcome

86. The below tables show the decisions reached on complaints during 2022/23.

#### Stage 1 Outcomes

<b>Service Area/Team</b>	<b>Inconclusive</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Upheld</b>	<b>Withdrawn</b>	<b>Total</b>
Team D	0	0	1	0	0	<b>1</b>
Looked After Through Care (LATC) Team	0	1	0	0	0	<b>1</b>
Children's Initial Advice Team (CIAT) at the Front Door	0	0	2	0	0	<b>2</b>
Early Help	0	1	3	0	0	<b>4</b>
Adult Mental Health (Children's Services)	0	1	0	0	0	<b>1</b>
Strengthening Families	0	0	1	1	0	<b>2</b>
Building stronger families services	0	1	0	0	0	<b>1</b>
SEND	0	1	2	0	0	<b>3</b>
School Admissions & Transport	0	2	4	0	0	<b>6</b>
<b>Totals</b>	<b>0</b>	<b>7</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>21</b>

## Stage 2 Outcomes

Service Area/Team	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
Occupational Therapy	0	1	0	0	0	1
Team D	0	0	0	0	1	1
Looked After Through Care (LATC) Team	0	1	0	0	0	1
Children's Initial Advice Team (CIAT) at the Front Door	0	1	0	0	0	1
Early Help	0	0	0	0	1	1
Strengthening Families	0	0	1	0	0	1
Building stronger families services	0	0	1	0	0	1
SEND	0	0	1	0	0	1
<b>Totals</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>8</b>

## Organisational learning

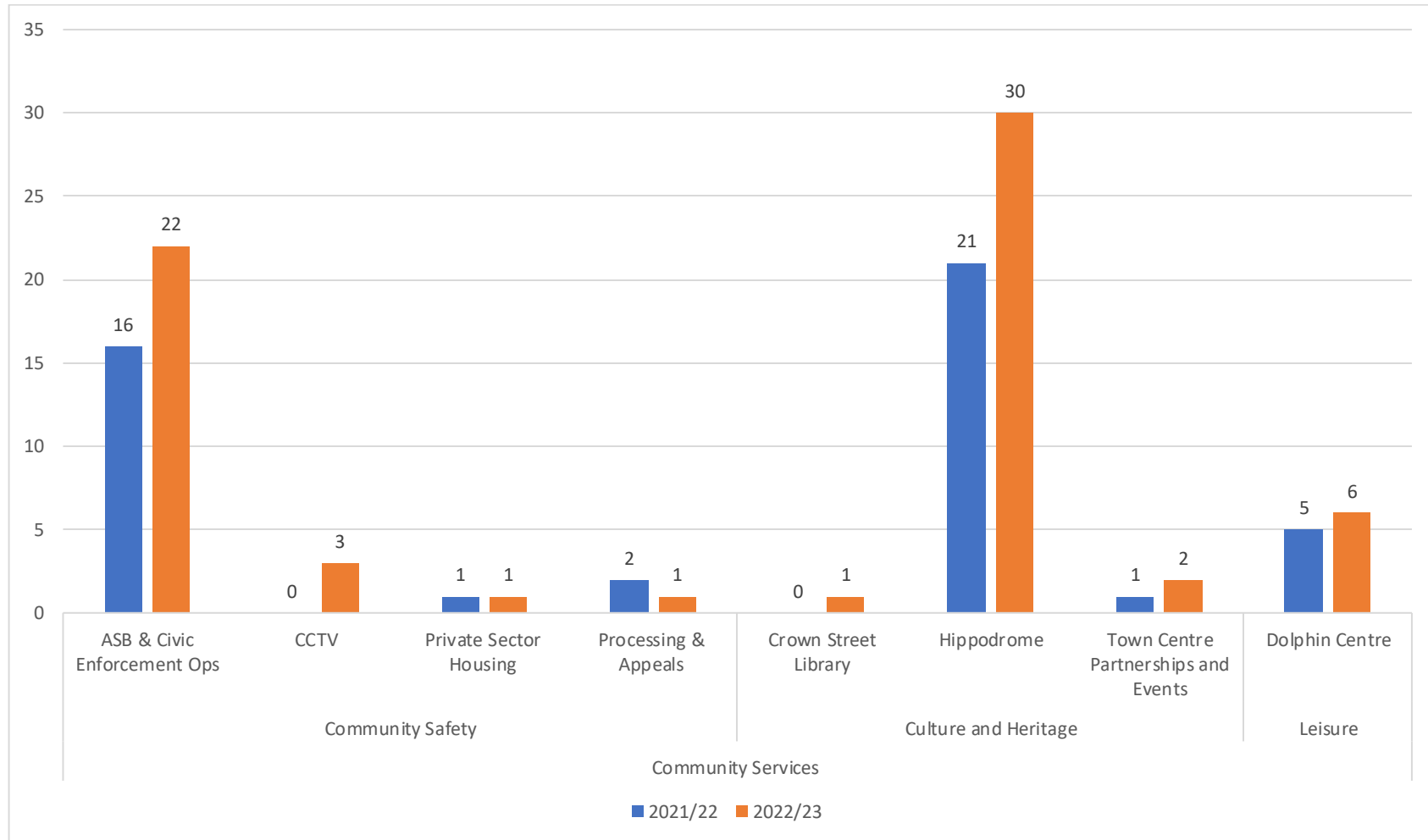
87. All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, the following organisational learning resulted from the complaint investigations concluded during 2022/23.
88. Building Stronger Families Services - it was agreed, the Council would review the Early Help Assessment process and/or its practice to ensure there is a clear hand over process from one lead practitioner to another and that a clear communication is sent to families at the end of the process.
89. Early Help - it was agreed, the Council would ensure the process of investigating child protection concerns is clearly communicated to the person making the referral, so they are clear about how the information they have provided will be used. It was also agreed that the Children's Initial Advice Team would ensure decisions are clearly and accurately recorded.
90. Early Help - it was agreed, Building Stronger Families Services would review their response process when concerns are raised and investigated further.

91. Children's Initial Advice Team (CIAT) at the Front Door - the team were asked to ensure that appropriate information is shared with people against whom allegations have been made in future.
92. Strengthening Families - it was agreed, the Council would revise the content of the Darlington Internet Safety Partnership Team's program on the dangers of on-line bullying.
93. Special Educational Needs and Disabilities (SEND) it was agreed, the Local Authority would ensure it adheres to the SEND Code of practice and the Tribunal process when undertaking reviews of EHC Plans.

### Services Group

#### Complaints by Service Area/Team

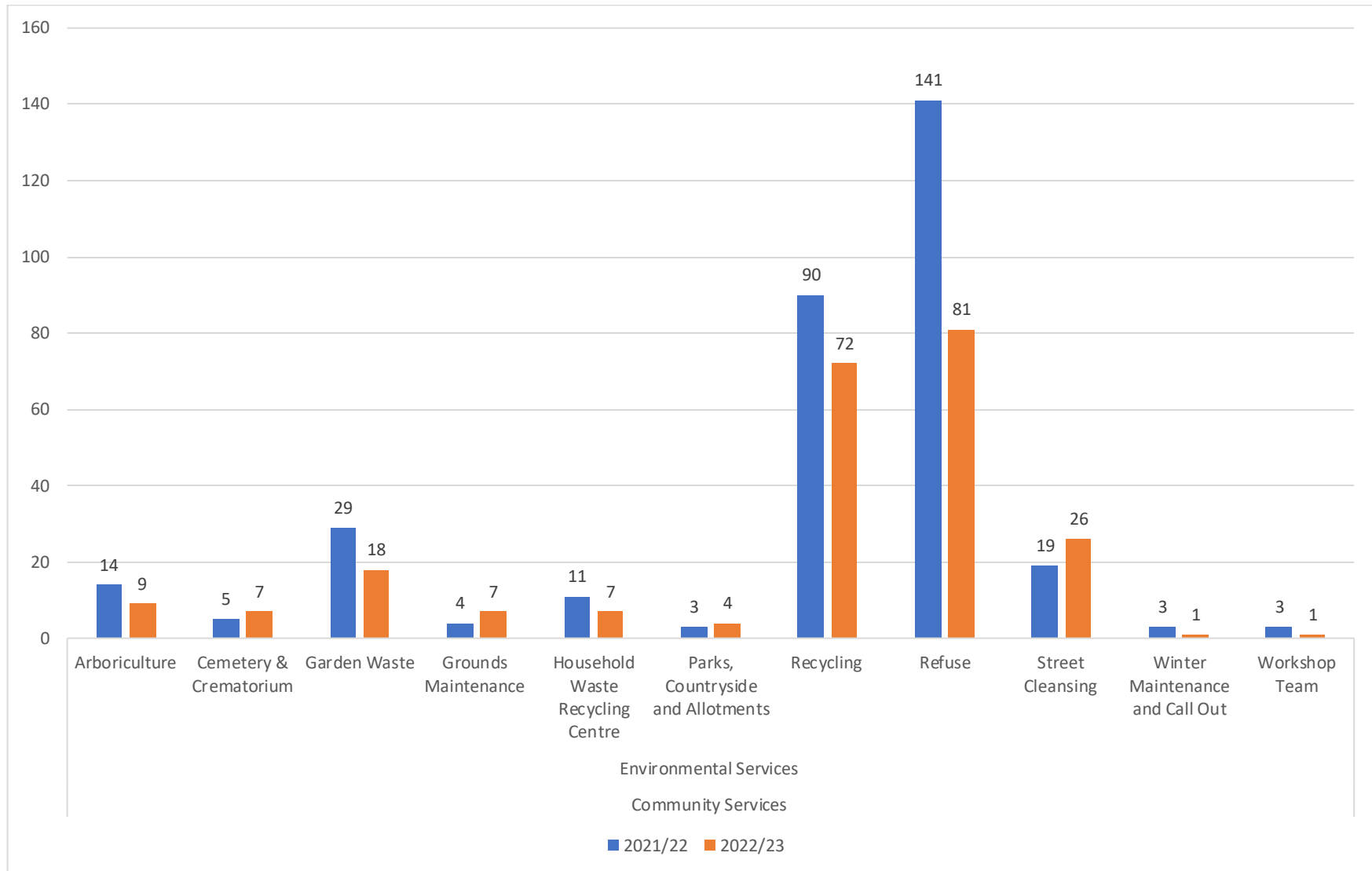
94. Services Group received 339 corporate complaints during 2022/23.



95. Anti-Social Behaviour & Civic Enforcement Ops received 22 corporate complaints during 2022/23, an increase from 16 in 2021/2. The most common theme was dissatisfaction with perceived lack of action in relation to requests for enforcement.
96. CCTV received three corporate complaints during 2022/23, an increase from zero in 2021/22.
97. Private Sector Housing received one corporate complaint during 2022/23, the same number as in 2021/22.
98. Processing & Appeals received one corporate complaint during 2022/23, a decrease from two in 2021/22.
99. Crown Street Library received one corporate complaint during 2022/23, an increase from zero in 2021/22.
100. Hippodrome received 30 corporate complaints during 2022/23, an increase from 21 in 2021/22. The main causes of complaints was people's dissatisfaction that Hippodrome staff did not address inappropriate behaviour by other audience members during shows and issues with the venue i.e. the temperature, restricted visibility and issues with food and beverages.
101. Town Centre Partnerships and Events received two corporate complaints during 2022/23, an increase from one in 2021/22.
102. Dolphin Centre received six corporate complaints during 2022/23, an increase from five in 2021/22. The only identifiable theme was that two complainants had difficulty contacting Dolphin Centre staff.

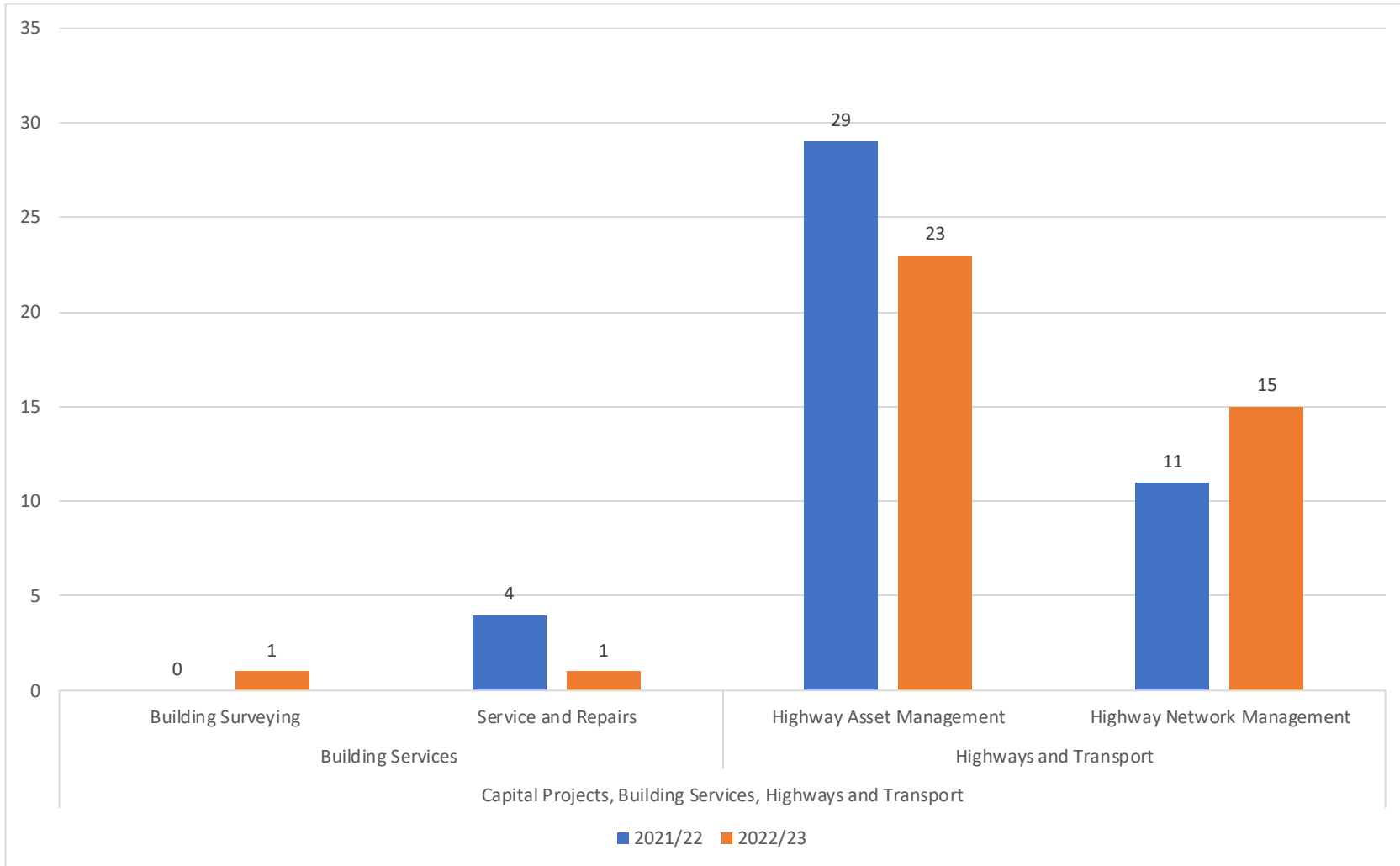


### Complaints by Service Area/Team continued...



103. Arboriculture received nine corporate complaints during 2022/23, a decrease from 14 in 2021/22. These complaints generally resulted from a lack of response to initial enquiries and/or dissatisfaction with a decision not to undertake works to a tree for the reasons requested.
104. Cemetery & Crematorium received seven corporate complaints during 2022/23, an increase from five in 2021/22. People's dissatisfaction with the removal of items from graves was the only identifiable theme.
105. Garden Waste received 18 corporate complaints during 2022/23, a decrease from 29 in 2020/21. Missed collections was the only identifiable theme.
106. Grounds Maintenance received seven corporate complaints during 2022/23, an increase from four in 2021/22. There were no identifiable themes.
107. Household Waste Recycling Centre (HWRC) received seven corporate complaints during 2022/23, a decrease from 11 in 2021/22. There were no identifiable themes.
108. Parks, Countryside and Allotments received four corporate complaints during 2022/23, an increase from three in 2021/22.
109. Recycling received 72 corporate complaints during 2022/23, a decrease from 90 in 2021/22. The most common cause of complaint was recycling not being collected and bins and boxes either being broken or not returned to the position they were put out for collection.
110. Refuse received 81 corporate complaints during 2022/23, a decrease from 141 in 2021/22. Complaints primarily related to refuse collections being missed on one or more occasions. There were a small number of complaints about bulky waste collections and bins not being returned to the position they were put out for collection.
111. Street Cleansing received 26 corporate complaints during 2022/23, an increase from 19 in 2021/22. Complaints primarily related to the lack of response to requests for service.
112. Winter Maintenance and Call Out received one corporate complaint during 2022/23, a decrease from three in 2021/22.
113. Workshop Team received one corporate complaint during 2022/23, a decrease from three in 2021/22.

### Complaints by Service Area/Team continued...



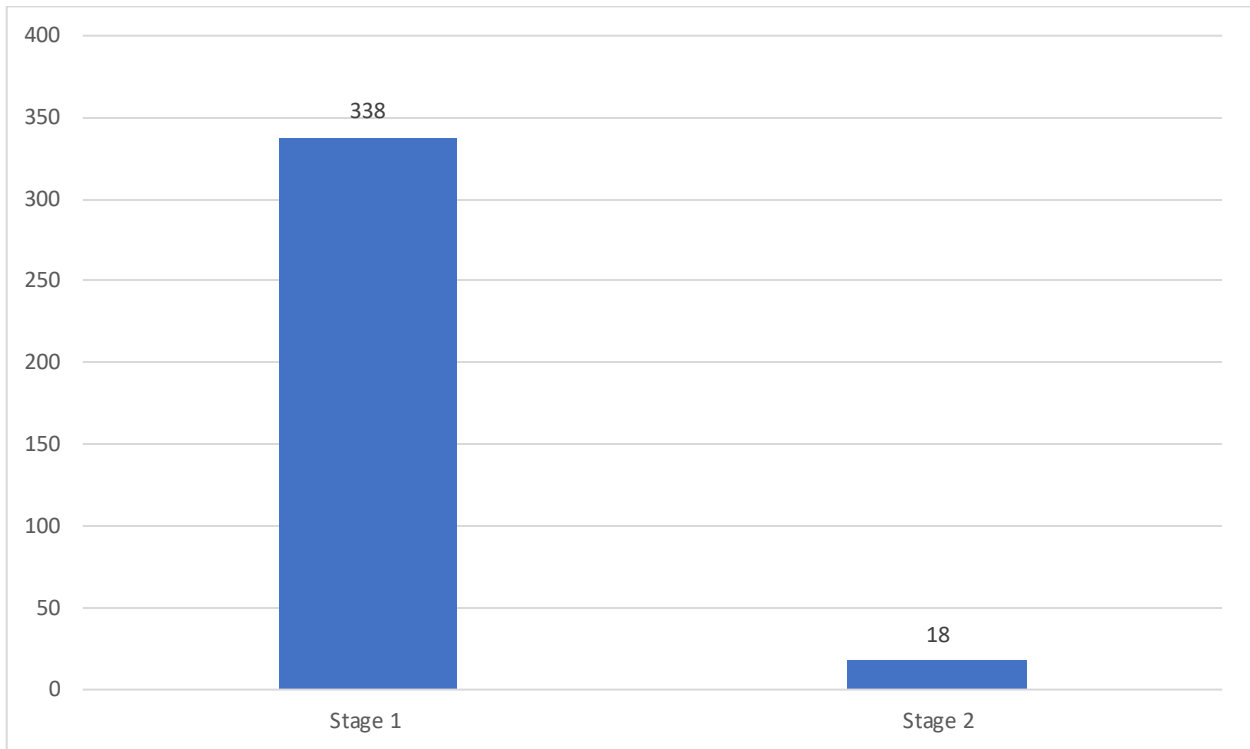
114. Building Surveying received one corporate complaint during 2022/23, an increase from zero in 2021/22.

115. Service and Repairs received one corporate complaint during 2022/23, a decrease from four in 2021/22.

116. Highway Asset Management received 23 corporate complaints during 2022/23, a decrease from 29 in 2021/21. Themes included delays in responding to requests for service and dissatisfaction with the impact of highway works on individuals and their property.

117. Highway Network Management received 15 corporate complaints during 2022/23, an increase from 11 in 2021/22. There were no identifiable themes.

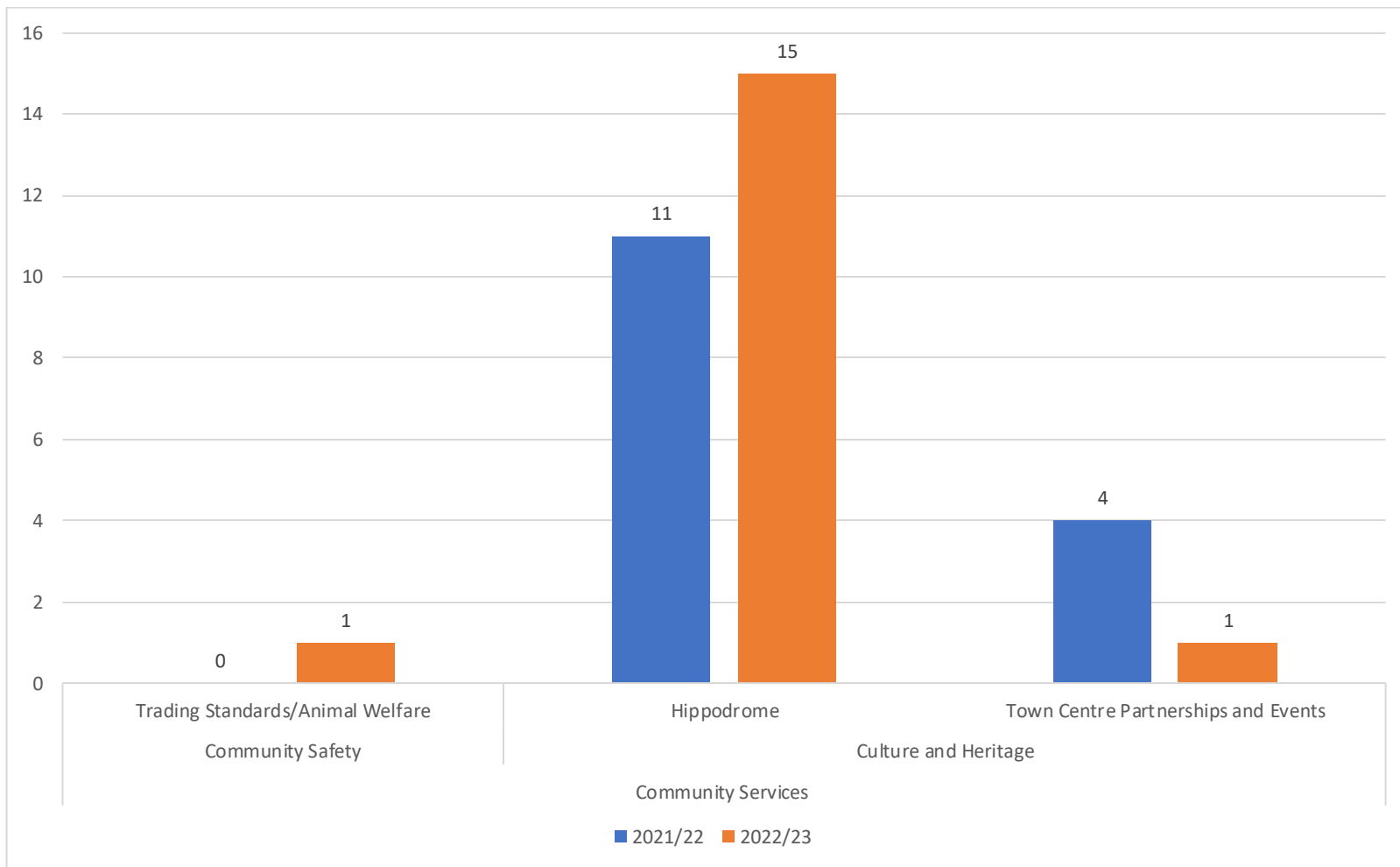
### Complaints by Stage



*N.B. One complaint was escalated directly to Stage 2*

### Compliments by Service Area/Team

118.Services Group received 82 corporate compliments during 2023/24.

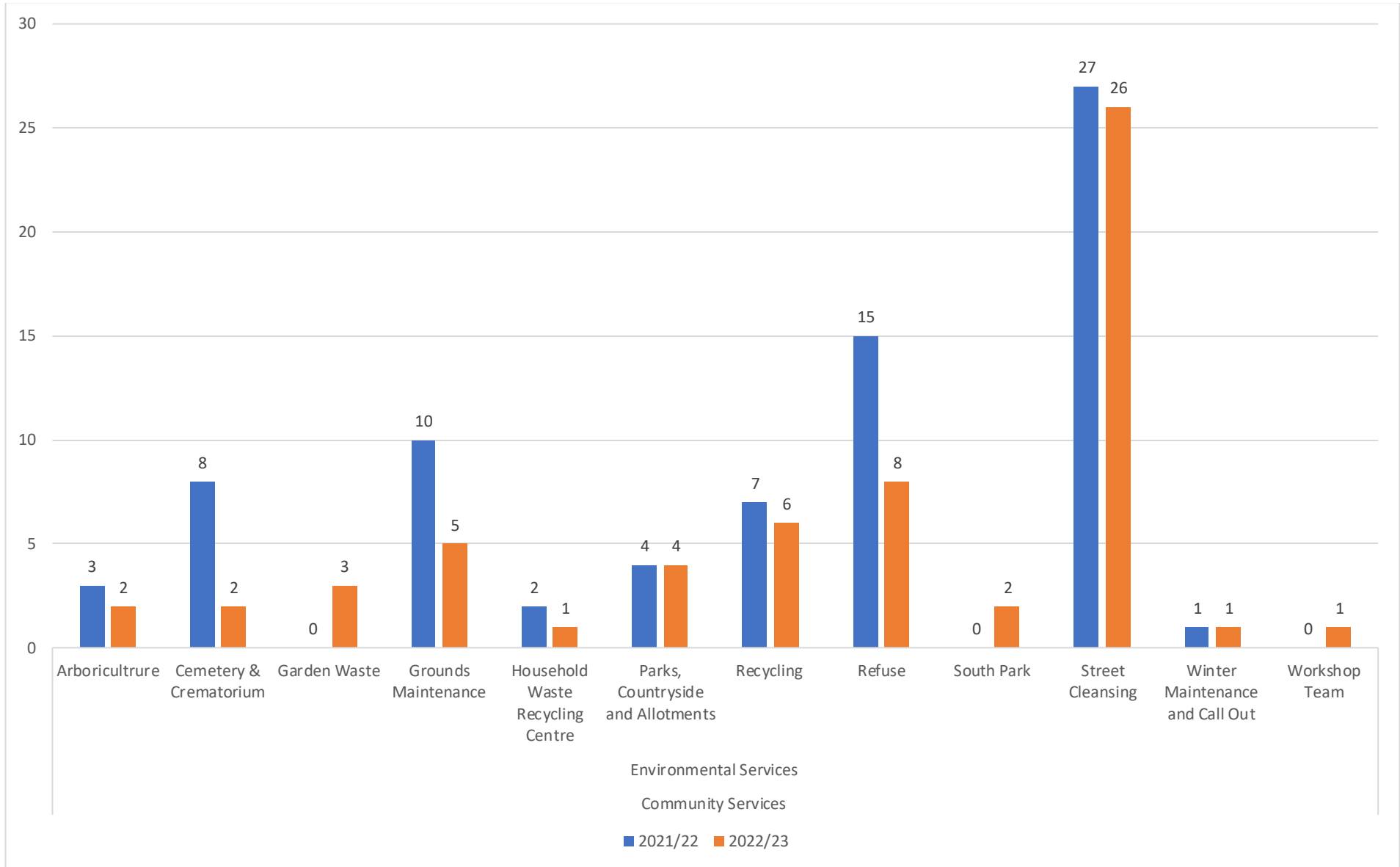


119.Trading Standards/Animal Welfare received one corporate compliment during 2022/23, an increase from zero in 2021/22.

120.Hippodrome received 15 corporate compliments during 2022/23, an increase from 11 in 2021/22.

121.Town Centre Partnerships and Events received one corporate compliment during 2022/23, a decrease from four 2021/22.

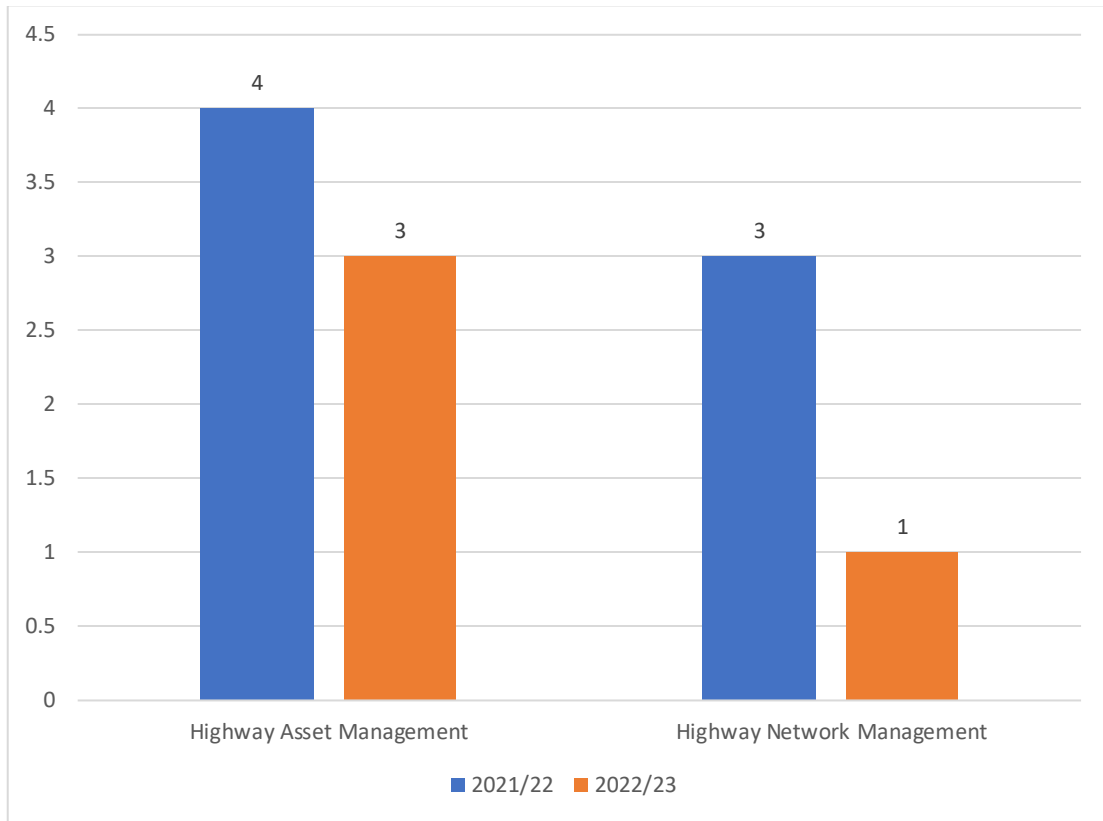
### Compliments by Service Area/Team continued...





- 122.Arboriculture received two corporate compliments during 2022/23, a decrease from three in 2021/22.
- 123.Cemetery & Crematorium received two corporate compliments during 2022/23, a decrease from eight in 2021/22.
- 124.Garden Waste received three corporate compliments during 2022/23, an increase from zero in 2021/22.
- 125.Grounds Maintenance received five corporate compliments during 2022/23, a decrease from 10 in 2021/22.
- 126.HWRC received one corporate compliment during 2022/23, a decrease from two in 2021/22.
- 127.Parks, Countryside and Allotments received four corporate compliments during 2022/23, the same number as in 2021/22.
- 128.Recycling received six corporate compliments during 2022/23, a decrease from seven in 2021/22.
- 129.Refuse received eight corporate compliments during 2022/23, a decrease from 15 in 2021/22.
- 130.South Park received two corporate compliments during 2022/23, an increase from zero in 2021/22.
- 131.Street Cleansing received 26 corporate compliments during 2022/23, a decrease from 27 in 2021/22.
- 132.Winter Maintenance and Call Out received one corporate compliment during 2022/23, the same number as in 2021/22.
- 133.Workshop Team received one corporate compliment during 2022/23, an increase from zero in 2021/22.

### Compliments by Service Area/Team continued...

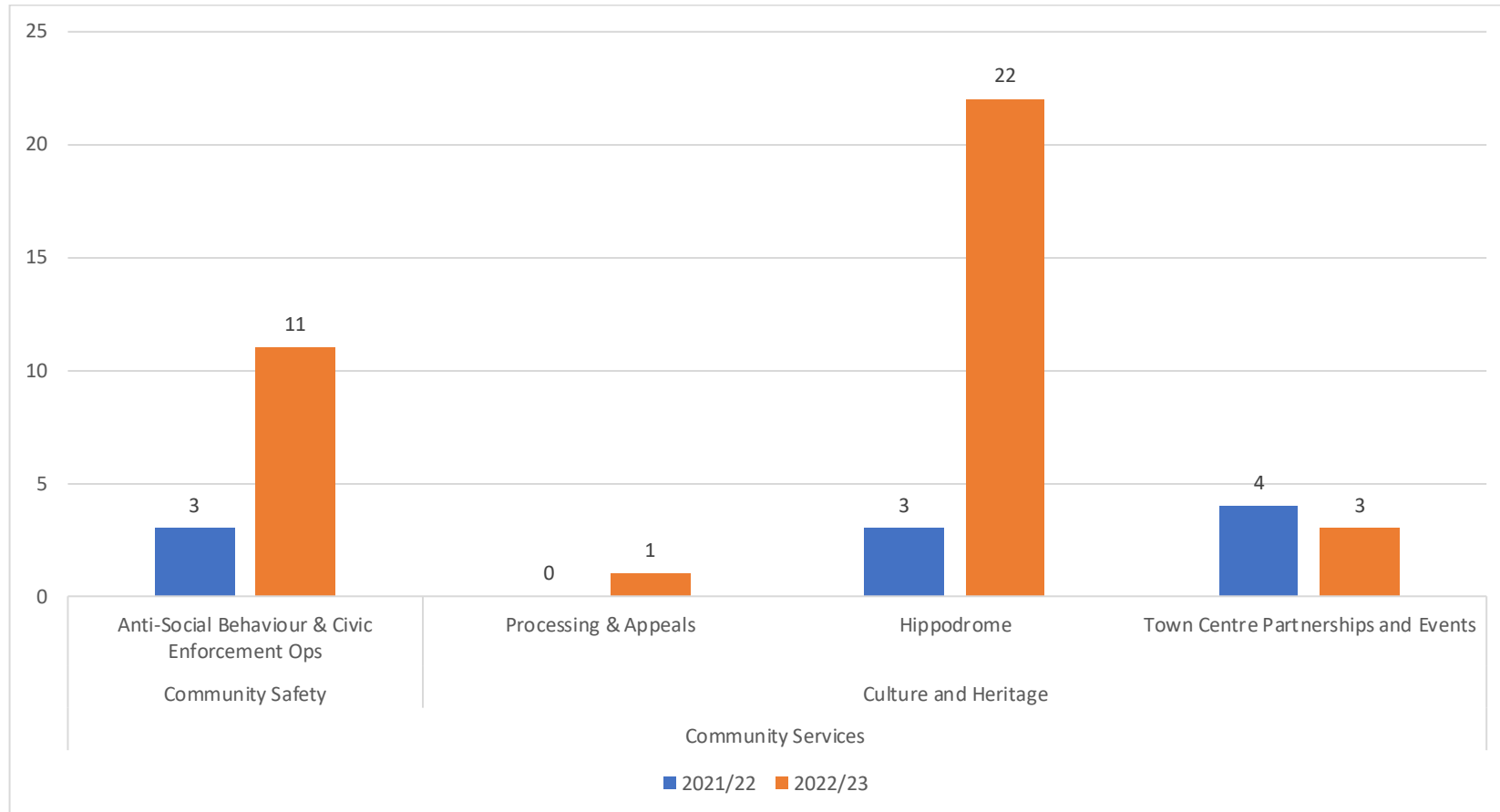


134. Highway Asset Management received three corporate compliments during 2022/23, a decrease from four in 2021/22.

135. Highway Network Management received one corporate compliment during 2022/23, a decrease from three in 2021/22.

### Comments by Service Area/Team

136.Services Group received 97 corporate comments during 2023/24.



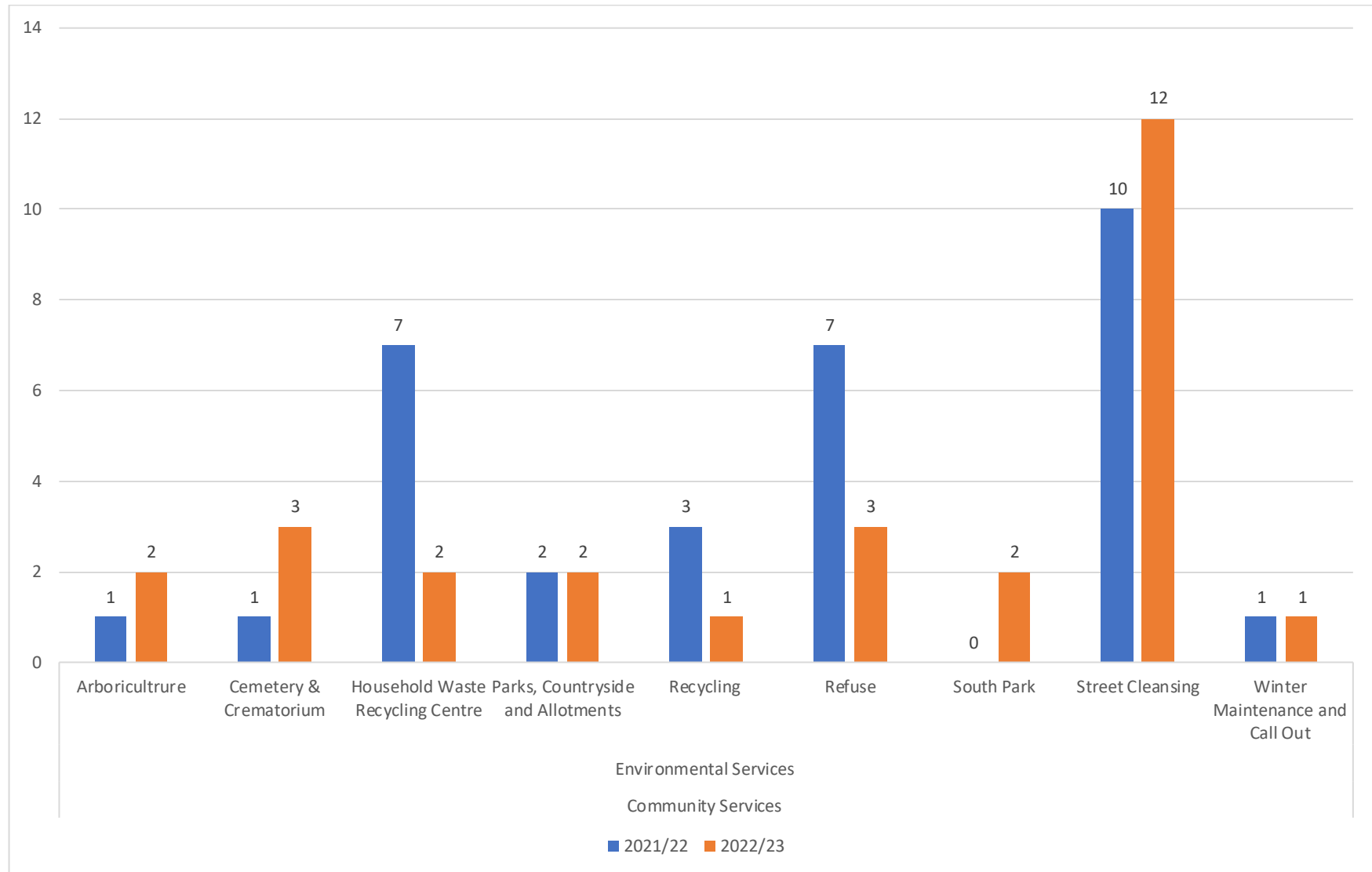
137. Anti-Social Behaviour & Civic Enforcement Ops received 11 corporate comments during 2022/23, an increase from three in 2021/22. Dissatisfaction with parking enforcement was the most common theme.

138. Processing and Appeals received one corporate comment during 2022/23, an increase from zero in 2021/22.

139. Hippodrome received 22 corporate comments during 2022/23, an increase from three in 2021/22. Dissatisfaction with the quality of shows was the most common theme.

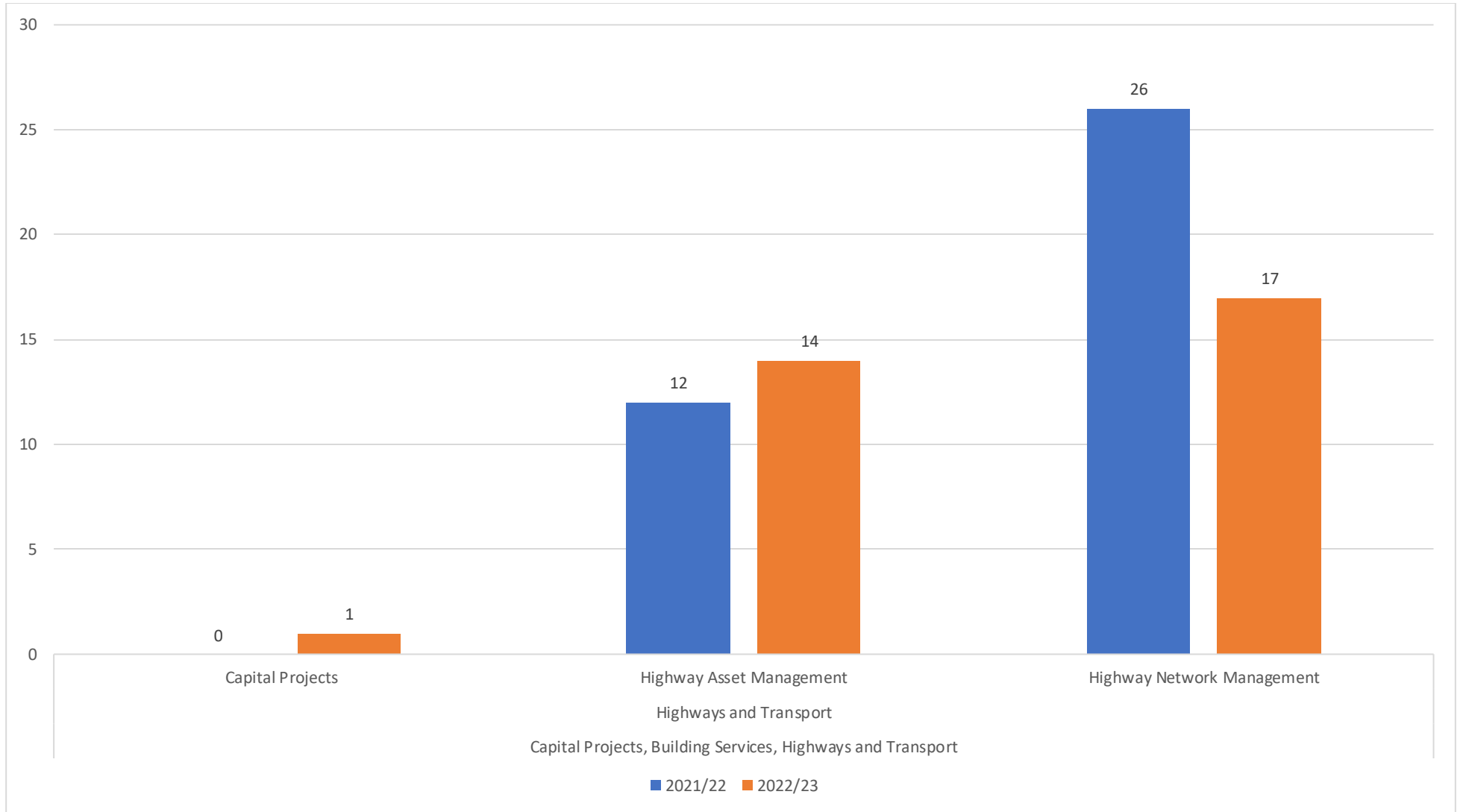
140. Town Centre Partnerships and Events received three corporate comments during 2022/23, a decrease from four in 2021/22.

### Comments by Service Area/Team continued...



141. Arboriculture received two corporate comments during 2022/23, an increase from one in 2021/22.
142. Cemetery & Crematorium received three corporate comments during 2022/23, an increase from one in 2021/22.
143. HWRC received two corporate comments during 2022/23, a decrease from seven in 2021/22.
144. Parks, Countryside and Allotments received two corporate comments during 2022/23, the same number as in 2021/22.
145. Recycling received one corporate comment during 2022/23, a decrease from three in 2021/22.
146. Refuse received three corporate comments during 2022/23, a decrease from seven in 2021/22.
147. South Park received two corporate comments during 2022/23, an increase from zero in 2021/22.
148. Street Cleansing received 12 corporate comments during 2022/23, an increase from 10 in 2021/22. There were no identifiable themes.
149. Winter Maintenance and Call Out received one corporate comment during 2022/23, the same number as in 2021/22.

### Comments by Service Area/Team continued...



150. Capital Projects received one corporate comment during 2022/23, an increase from zero in 2021/22.

151. Highway Asset Management received 14 corporate comments during 2022/2, an increase from 12 in 2021/22. The most common theme was people's dissatisfaction with the management of road works, including accessibility issues, safety issues, timing, communication and the resulting traffic congestion.

152. Highway Network Management received 17 corporate comments during 2022/23, a decrease from 26 in 2021/22. There were no identifiable themes.



### Complaints by Outcome

153. The below tables show the decisions reached on complaints during 2022/23.

#### Stage 1 Outcomes

Service Area/Team	Closed With No Response	Escalated to Stage 2 (No S1 Response)	Inconclusive	Not Upheld	Partially Upheld	Upheld	Withdrawn	Total
CCTV	0	0	0	2	0	0	1	3
Anti-Social Behaviour & Civic Enforcement Ops	0	0	0	2	3	0	2	7
Private Sector Housing	0	0	0	1	0	0	0	1
Hippodrome	0	0	0	6	3	18	1	28
Town Centre Partnerships and Events	0	0	0	1	1	0	0	2
Arboriculture	0	1	0	4	0	1	0	6
Cemetery & Crematorium	0	0	0	1	0	7	0	8
Parks, Countryside and Allotments	0	0	0	1	0	3	0	4
South Park	0	0	0	0	0	1	0	1
Grounds Maintenance	0	0	0	1	1	4	0	6
Street Cleansing	0	0	1	9	0	7	1	18
Garden Waste	0	1	0	2	2	11	0	16
Recycling	0	0	4	21	6	42	0	73
Refuse	0	0	6	31	3	36	1	77
Winter Maintenance and Call Out	0	0	0	1	0	1	0	2
Workshop Team	0	0	0	0	0	1	0	1
HWRC	0	0	0	5	0	0	1	6
Dolphin Centre	0	0	0	0	0	2	0	2
Highway Asset Management	0	0	0	13	0	3	2	18
Highway Network Management	1	0	0	9	0	3	0	13
<b>Totals</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>110</b>	<b>19</b>	<b>140</b>	<b>9</b>	<b>292</b>

**Stage 2 Outcomes**

<b>Service Area/Team</b>	<b>Inconclusive</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Upheld</b>	<b>Withdrawn</b>	<b>Total</b>
Hippodrome	0	1	0	1	0	<b>2</b>
Arboriculture	0	1	0	0	0	<b>1</b>
Recycling	0	0	0	0	1	<b>1</b>
Refuse	0	0	0	2	0	<b>2</b>
Highway Asset Management	0	0	0	1	0	<b>1</b>
Highway Network Management	0	1	0	0	0	<b>1</b>
<b>Totals</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>8</b>

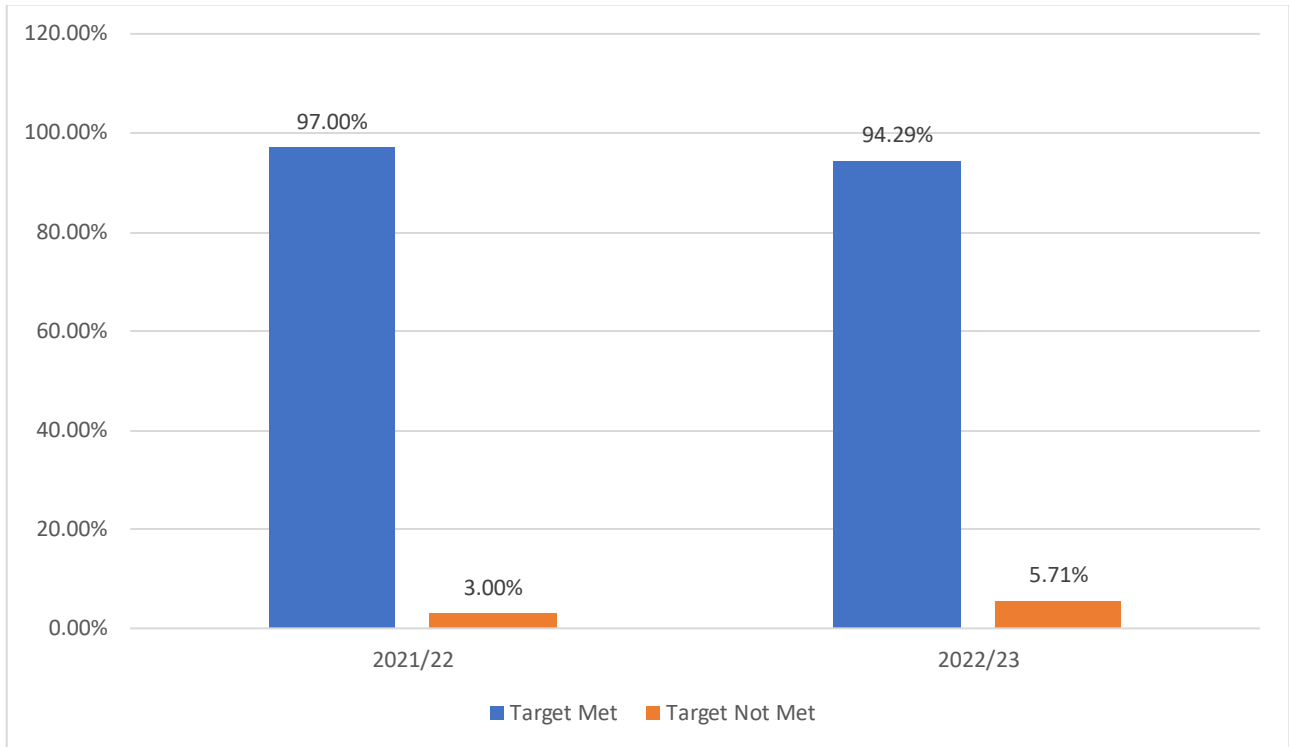
## **Organisational Learning**

154. All resolution and organisational learning actions identified as a result of complaints are assigned to a responsible manager and progress against those actions is monitored by the Complaints Manager. In addition to those actions taken to resolve individual complaints, the following organisational learning resulted from the complaint investigations concluded during 2022/23.
155. Anti-Social Behaviour & Civic Enforcement Operations - it was agreed a letter sent to residents regarding parking on grass verges would be amended so as not to blame the recipient.
156. Highway Asset Management - it was agreed the Council would ensure obstructions to the highway/lights, etc... are dealt with in a timely manner
157. Hippodrome - front of house staff were informed they should provide tap water to customers on request, particularly during hot weather.
158. Hippodrome - it was agreed the Operations Manager and Technical Manager would perform regular monitoring checks of the auditorium to ensure it was a reasonable temperature.

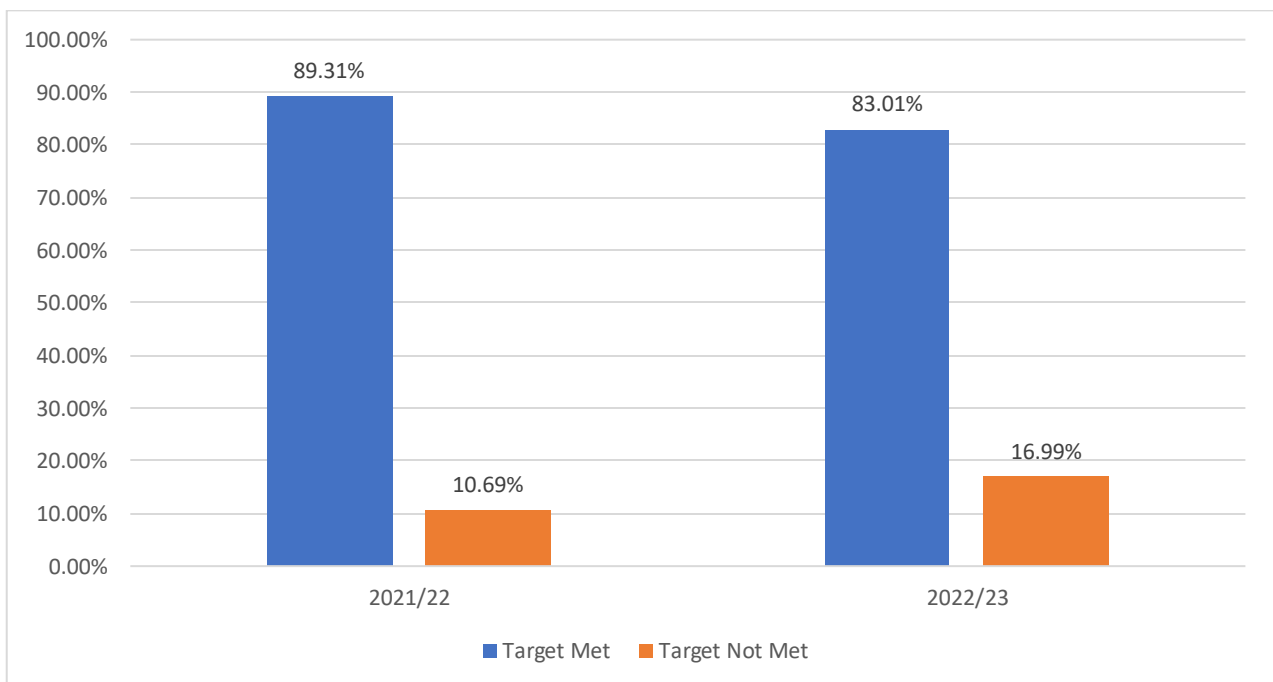
## Performance against the Corporate Complaints, Compliments and Comments Procedure

### Stage 1

#### Performance against Stage 1 complaint acknowledgement target (3 working days)

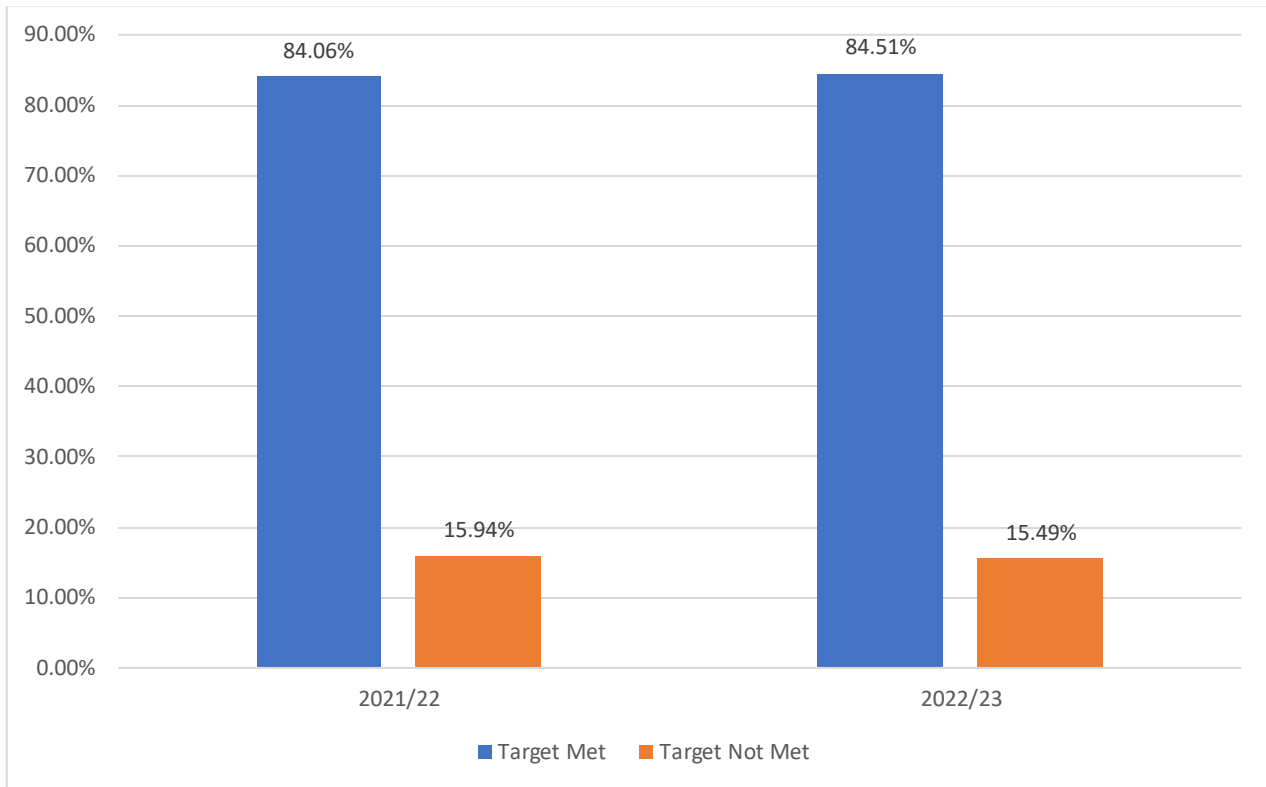


#### Performance against Stage 1 complaint response target (25 working days)

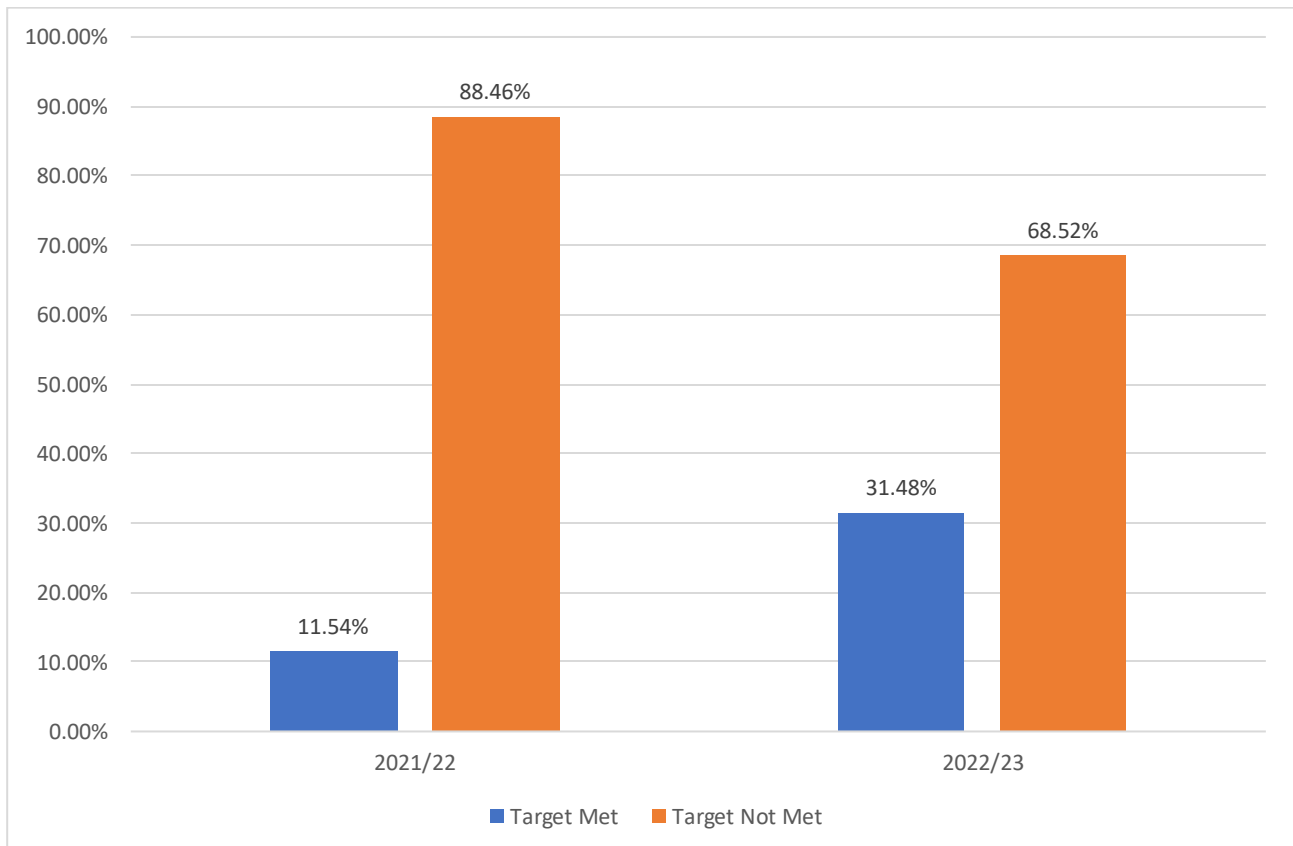


## Stage 2

### Performance against Stage 2 complaint acknowledgement target (3 working days)



### Performance against Stage 2 complaint response target (30 working days)



### **Further Recommendations**

159. The Complaints & Information Governance Team should continue working to improve performance against the Stage 2 complaint response target.

### **Performance against Local Performance Indicators**

160. In relation to corporate complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government and Social Care Ombudsman. The Council received one maladministration decision during 2022/23, the same number as in 2021/22. Full details of those complaints determined by the Local Government and Social Care Ombudsman are included in the Cabinet reports of 6 December 2022 and 5 September 2023 entitled [Review of Outcome of Complaints Made to Ombudsman](#).