

ECONOMY AND RESOURCES SCRUTINY COMMITTEE
04 SEPTEMBER 2025

COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2024/25

SUMMARY REPORT

Purpose of the Report

1. To provide Members with the 2024/25 Complaints, Compliments and Comments Annual Reports for:
 - Adult Social Care (**Appendix 2**);
 - Children's Social Care (**Appendix 3**);
 - Corporate (**Appendix 4**);
 - Housing (**Appendix 5**); and
 - Public Health (**Appendix 6**).

These reports are due to be considered by Cabinet at its meeting on 9 September 2025 and that report to Cabinet is attached.

Summary

2. It is important that the Council's complaints, compliments and comments procedures are accessible so people can tell us what they think about the services we provide. The Council constantly strives to ensure an organisational culture in which complaints are accepted, owned and resolved as quickly as possible and one in which learning from complaints is used to improve services.
3. During 2024/25 the Council received a total of 747 complaints, 219 compliments and 45 comments were received.
4. A summary table, comparing these figures to previous years, is provided at **Appendix 1**.

Recommendations

- (a) It is recommended that Members consider and discuss the 2024/25 Complaints, Compliments and Comments Annual Reports.

Elizabeth Davison
Executive Director – Resources and Governance

Appendix 1

Total Representations by Year

Type of representation	2024/25	2023/24	2022/23	2021/22	2020/21
Complaints					
Corporate					
Stage 1 complaints	467	463	478	532	457
Direct to Stage 2 complaints	21	14	21	17	24
Direct to Ombudsman	0	0	0	0	1
<i>Total complaints</i>	<i>488</i>	<i>477</i>	<i>499</i>	<i>549</i>	<i>483</i>
Stage 1 escalated to Stage 2	52	70	49	53	26
<i>Total Stage 2 complaints</i>	<i>73</i>	<i>84</i>	<i>70</i>	<i>70</i>	<i>50</i>
Adult Social Care	39	61	54	48	46
Children's Social Care					
Stage 1 complaints	55	65	56	49	37
Direct to Stage 2 complaints	1	1	0	4	0
<i>Total complaints</i>	<i>56</i>	<i>66</i>	<i>56</i>	<i>53</i>	<i>37</i>
Stage 1 escalated to Stage 2	21	14	20	8	7
<i>Total Stage 2 complaints</i>	<i>22</i>	<i>15</i>	<i>20</i>	<i>12</i>	<i>7</i>
Stage 3 complaints	4	4	2	1	2
Housing					
Stage 1 complaints	163	140	98	88	60
Direct to Stage 2 complaints	0	0	0	0	1
<i>Total complaints</i>	<i>163</i>	<i>140</i>	<i>98</i>	<i>88</i>	<i>61</i>
Stage 1 escalated to Stage 2	27	30	17	16	12
<i>Total Stage 2 complaints</i>	<i>27</i>	<i>30</i>	<i>17</i>	<i>16</i>	<i>13</i>
Public Health	1	2	2	1	2
Total Complaints	747	746	709	739	629
Compliments					
Corporate	143	130	130	154	209
Adult Social Care	42	39	31	33	38
Children's Social Care	5	6	8	8	15
Housing	29	55	33	21	47
Public Health	0	1	0	1	0
Total Compliments	219	231	202	217	309
Comments					
Corporate	44	77	110	123	171
Adult Social Care	0	0	0	2	1
Children's Social Care	0	0	0	1	0
Housing	0	0	2	1	4
Public Health	1	0	0	0	2
Total Comments	45	77	112	127	178