

ECONOMY AND RESOURCES SCRUTINY COMMITTEE
27 AUGUST 2026

COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2024/25

SUMMARY REPORT

Purpose of the Report

1. To provide Members with the 2025/26 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**).

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. The Council received a total of 780 complaints during 2025/26, an increase from 747 in 2024/25 and 746 in 2023/24.
4. The Council received a total of 226 compliments in 2025/26, an increase from 219 2024/25, and a decrease from 231 in 2023/24.
5. The Council received a total of 61 comments during 2025/26, an increase from 45 in 2024/25, and a decrease from 77 in 2023/24.
6. A summary table is provided at **Appendix 1**.
7. The production of an annual report in respect of representations received under the Adult Social Care Complaints, Compliments and Comments Procedure is a requirement of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
8. The production of an annual report in respect of representations received under the Children's Social Care Complaints, Compliments and Comments Procedure is a

requirement of the Children Act 1989 Representation Procedure (England) Regulations 2006.

9. The production of an annual report in respect of representations received under the Public Health Complaints, Compliments and Comments Procedure is a requirement of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.
10. The production of an annual report in respect of representations received under the Housing Complaints, Compliments and Comments Procedure is a requirement of the Housing Ombudsman's Complaint Handling Code, which became statutory on 1 April 2024.
11. The production of an annual report in respect of representations received under the Corporate Complaints, Compliments and Comments Procedure is a requirement of the new Local Government and Social Care Ombudsman's Complaint Handling Code, which the Ombudsman issued as 'advice and guidance' for all local councils in England under section 23(12A) of the Local Government Act 1974.

Recommendations

- (a) It is recommended that Members consider and discuss the 2025/26 Complaints, Compliments and Comments Annual Reports.

Elizabeth Davison
Executive Director Resources and Governance

Appendix 1

Total Representations by Year

Type of representation	2025/26	2024/25	2023/24
Corporate			
Stage 1 complaints	476	467	463
Direct to Stage 2 complaints	24	21	14
Direct to Ombudsman	0	0	0
<i>Total complaints</i>	<i>500</i>	<i>488</i>	<i>477</i>
Stage 1 escalated to Stage 2	71	52	70
<i>Total Stage 2 complaints</i>	<i>95</i>	<i>73</i>	<i>84</i>
Adult Social Care	49	39	61
Children's Social Care			
Stage 1 complaints	76	55	65
Direct to Stage 2 complaints	0	1	1
<i>Total complaints</i>	<i>76</i>	<i>56</i>	<i>66</i>
Stage 1 escalated to Stage 2	15	21	14
<i>Total Stage 2 complaints</i>	<i>15</i>	<i>22</i>	<i>15</i>
Stage 3 complaints	5	4	4
Housing			
Stage 1 complaints	155	163	140
Direct to Stage 2 complaints	0	0	0
<i>Total complaints</i>	<i>155</i>	<i>163</i>	<i>140</i>
Stage 1 escalated to Stage 2	21	27	30
<i>Total Stage 2 complaints</i>	<i>21</i>	<i>27</i>	<i>30</i>
Public Health	0	1	2
Total Complaints	780	747	746
Corporate	155	143	130
Adult Social Care	28	42	39
Children's Social Care	9	5	6
Housing	34	29	55
Public Health	0	0	1
Total Compliments	226	219	231
Corporate	59	44	77
Adult Social Care	1	0	0
Children's Social Care	0	0	0
Housing	1	0	0
Public Health	0	1	0
Total Comments	61	45	77