

Appendix C - Correlation between issue types and outcomes of stage one corporate and statutory complaints by department 2023-2024

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
ASC	38	74	35	4	6	157
Social Worker	2	18	11		1	32
Hospital Discharge	4	10	7		1	22
ASC Mental Health	2	9	2			13
Access and Information	2	7	2		1	12
Other ¹	7	1	2		1	11
Care Package Review	1	4	2		1	8
Care Package	2	2	3			7
Communication	3	3		1		7
Mental Health - Other	1	4		1		6
Care Home - Residential Service	2	3		1		6
Rehab and Reablement	2	2	1			5
Supported Living	2	1		1	1	5
Community Equipment	4	1				5
Client Invoices	2	3				5
OT assessment	1	3				4
Duty Team		2	1			3
Care Assessor		1	1			2
Direct Payments			2			2
Legal Framework	1		1			2

¹ The category 'other' is used in this table to amalgamate a range of issue types which were statistically negligible, i.e. of which one or at most two instances were recorded.

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
CYP	75	46	32	8	7	169
Input from Service	13	9	10			32
BFFD/MASH/NRPF - Quality of Service	8	8	2	3	1	24
Social Workers	14	3	2	1		20
SEND Specialist Services	3	8	4		2	17
School Admissions	9		1			10
Other	3	3	2		1	9
East Locality	3	2	1	1	1	8
CYP LAC and Permanency - Other	3	4				7
Care Planning - Leaving Care	2	2	1	2		6
West Locality	5			1		6
Care Package		1	4			5
Care Planning - Other	2	2				4
Family Solutions	2	1	1			4
Child Protection Conference	2				2	4
Direct Payments	1	1	1			3
Child Protection	3					3
Children and Young People with Disabilities	1		2			3
Commissioning		2				2
School Effectiveness	1		1			2

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
Customer Access	242	76	86	10	23	437
Council Tax - Other	97	9	4	3	2	115
Council Tax - Enforcement	64	14	11		2	91
Benefits Assessment	8	1	19	2	10	40
Council Tax - Payments, Refunds and Direct Debits	12	5	9			26
Benefits – Delay in Payment		19				19
Council Tax - Discounts/Exemptions	13	3	1		1	18
Council Tax - Poor Customer Experience	3	2	7		2	14
Benefits - Delay In Assessment	2	6	2	1		11
Libraries - Other	5	3	3			11
Other	3	3	3	1	1	11
Libraries – Environment	1	3	5			9
Contact Centre – Staff Attitude	1	2	5	1		9
Libraries – Poor Customer Service	2	2	3			7
Local Welfare Assistance	1	1	5			7
Customer Access Operations - Other	3		2	2		7
Freedom Pass	6					6
Housing Benefit - Other	3	2			1	6
Libraries - Noise			4		1	5

Hubs	4				1	5
Debt Recovery	3				1	4
Business Rates	4					4
Births, Marriages and Deaths	1	1	1			3
Council Tax Banding	3					3
Overpayments	1				1	2
Client Affairs	1		1			2
Contact Centre – Incorrect Information	1		1			2
Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
Housing Needs	85	56	17	32	15	205
Homeless Application - Family	25	16	7	19	5	72
Homelessness Application - Single Person	26	18	5	7	4	60
Application for Social Housing Waiting List	16	4	2	2	1	25
Offers of Accommodation	6	4	1	4	1	16
Temporary Accommodation or Bed and Breakfast	7	5			2	14
Other	4	2	2		1	9
Banding		3		1		4
Bedroom Entitlement		3		1		4
Officer Conduct	1	1		1	1	4

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
Housing Management Property	103	46	252	3	41	445
Repairs To My Property (Including Inspections)	54	4	141	3	16	218
Communal Repair	16	13	36		6	71
Outstanding Repairs - Other	8	11	43		4	66
Complaints about Wates	3	5	14		4	26
Other	6	5	4		5	20
Damp and/or Mould	4	3	4			11
Asbestos Safety	3				4	7
Gas Safety	5	2				7
Water Safety		1	6			7
Complaints about Oakray	2	2	1		1	6
Lettings Process	1		2		1	4
Fire Safety	1		1			2
Housing and Neighbourhoods	48	46	21	8	7	130
Anti-Social Behaviour	13	14	2		2	31
Housing Customer - Other	7	13	4	2	5	31
Estates Services	6	4	2			12
Leasehold enquiries	2	6	1			9
Poor Customer Service	3	2	2			7
Other	1		3	3		7
Arrears	4	2				6
Communal Cleaning	1	2	1			4
Parking	1	2	1			4

Payment / Arrears	2		1	1		4
Bedroom Entitlement	1		1	1		3
Ground Maintenance	3					3
Right To Buy	1		2			3
Rent Refund	2					2
Waste Maintenance		1	1			2
Noise Nuisance	1			1		2

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
Private Housing Services	44	4	2	2	1	53
Other	20	2	1	2		25
Landlord Licence - Other	6	1				7
Application	7					7
Contractor	4	1	1			6
Housing Enforcement	5					5
Grants and Adaptations	3				1	4

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
Environment and Leisure	53	37	25	11	2	128
Anti-Social Behaviour	13	3	1			17
Parking Enforcement	5	1	5	2		13
Permits	1	7	5			13
Parking - Other	6	3	2		1	12
Other	4	5	1	1	1	12
Defects	6		2			8
Bins	2	3	1	2		8
Blocked drains, Leaks and Floods	3	2	2			7
Parks	2	2	1			5
Bailiff Action	2	1		1		4
Environmental Strategy and Climate Change	1		2	1		4
Neighbourhood Management	2	2	1			5
Cemeteries		2		1		3
Community Group	2	1				3
Disabled bay	1			1		2
Trees	2					2
Flytipping	1	1				2
Street Cleaning		1		1		2
Pest Control		1	1			2
Public Realm		1		1		2
Early / Late Pickup / Drop Off		1	1			2

Department and Main Issue Types	Not Upheld	Partly Upheld	Upheld	Complaint Withdrawn / Not Pursued	Rejected	Grand Total
Planning and Development	14	5	1			20
Other Planning Matters	11	4	1			16
Enforcement	3	1				4
Property and Assets	6	7	1			14
Commercial Property	3	4				7
Facilities	1	2	1			4
Other	2	1				3
Finance	3	2	3	1		9
Insurance	1	1	1	1		4
Payments	1	1	2			4
Other	1					1