

**Correlation between issue types and outcomes of stage one corporate and statutory complaints by department 2024-2025**

Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total
<b>Adult Social Care</b>	<b>4</b>	<b>29</b>	<b>56</b>	<b>7</b>	<b>68</b>	<b>164</b>
Access and Information - Other	1	3	12		19	35
ASC Mental Health		3	2		2	7
Care Assessor			1	1		2
Care Home / Residential Service			1			1
Care Package		3	2	2	1	8
Care Package Review - Care Home/Residential			1			1
Care Package Review - Supported Living		1	1			2
Client Invoices		2	7	1	2	12
Communication			2		3	5
Hospital Discharge		5	10	2	4	22
Lack of action		1	2			3
Legal Framework MHAA		1				1
Mental Health - Other		2				2
Occupational Therapist			2			2
Occupational Therapy Assessment		1	2		1	4
Provider Payments	1		1			2
Rehab & Reablement Service					1	1
Residential - Other		2	1			3
Review of care & support			1			1
Social worker/ Officer	2	3	6	1	33	45
Supported Living - Other		2	2			4
Supported Living / Extra Care Housing Service					1	1
<b>Communications Insight and Innovation</b>		<b>2</b>			<b>1</b>	<b>3</b>
Information Governance - Other					1	1
Transformation - Other		2				2
<b>Community Development</b>	<b>1</b>	<b>7</b>		<b>1</b>	<b>3</b>	<b>12</b>
ASB - Noise Nuisance		3		1	1	5
ASB - Noise Nuisance Enforcement		2				2
Community Safety - Other		1				1
Complaints	1					1
Noise Nuisance		1				1
Other					2	2
<b>Customer Access</b>		<b>4</b>				<b>4</b>
Council Tax - Enforcement Action		1				1
Council Tax - Other		1				1
Libraries – Staff Conduct		2				2
<b>Democratic Services</b>		<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>
Chief Exec Support - Missed appointments		1				1
Chief Exec Support – Other						
Complaints Service - Does not agree with the final review outcome				1		1

Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total
Complaints Service - Other				1		1
Electoral Service - Communication			1			1
Electoral Service - Postal votes					1	1
<b>Early Help and Social Care</b>	<b>7</b>	<b>60</b>	<b>37</b>	<b>10</b>	<b>8</b>	<b>123</b>
BFFD/MASH/NRPF - Advice given	1	1	2	2		6
BFFD/MASH/NRPF - Quality of Service	1	4	6	2	3	16
BFFD/MASH/NRPF - Referral decisions		4		1		5
BFFD/MASH/NRPF - Support packages			1			1
BFFD/MASH/NRPF - Timeliness of service		2	1	1		4
Care Package		2	3		1	6
Care Planning - Administration				1		1
Care Planning - Leaving Care	1	6	3		1	11
Child Protection Conference		2	1			3
Children & Young People With Disabilities	1		1			2
Children & Young People With Disabilities - Assessments		1	1		1	3
CYP CWD - Other		3	2			5
CYP Early Help - Other		1				1
CYP Family Solutions - Other		2				2
CYP LAC & Permanency - Other		5	3	1	1	10
Direct Payments		1			1	2
East Locality - Other		2	1			3
East Locality Teams - Court Reports	1	1				2
East Locality Teams - Family Social Work		2				2
East Locality Teams - Legal		1				1
East Locality Teams - Reports & Records			1			1
East Locality Teams - Social Workers			1			1
Fostering & adoption - Social Workers			1			1
Looked After Child - Other		1				1
Looked after Children - Corporate Parenting		2	3			5
Looked after Children - LAC Finance			1			1
Looked after Children - Leaving Care		1	1			2
Looked after Children - Reports & Records		1				1
Looked after Children - Social Workers		1	1			2
Quality Assurance - Other		2				2
Safeguarding Partnership & Strategy - Other		1				1
Short Breaks / Respite		3				3
Social worker/ Officer		2				2
Transitions Service		1	2	1		4
West Locality - Other	1	1				2
West Locality Teams - Assessment			1			1
West Locality Teams - Legal				1		1
West Locality Teams - Social Workers		5				5
Young people in care - Corporate Parenting	1					1
<b>Education, Partnerships and Strategy</b>		<b>18</b>	<b>19</b>	<b>1</b>	<b>6</b>	<b>44</b>
Input form service		5	16		1	22

Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total
SEND Specialist Services - Advice given		1				1
SEND Specialist Services - Assessment		1		1		2
SEND Specialist Services - Communication issues		1				1
SEND Specialist Services - Quality of service		2				2
SEND Specialist Services - Referrals		2				2
SEND Specialist Services - report for EHCP		1				1
Commissioning - 3rd party contractor issues		1				1
Commissioning - Incorrect action taken					1	1
Commissioning - Poor customer service					1	1
Commissioning - Service not provided					1	1
Commissioning - Service not up to standard			1			1
CYP Commissioning - Other			1		1	2
Inclusion Service Development - SEND Local offer		1				1
School Admissions - Child out of school		1				1
School Admissions - In Year Admissions		1			1	2
School Admissions - Quality of provision/service			1			1
School Admissions - Transfer Admissions		1				1
<b>Finance</b>	<b>2</b>				<b>1</b>	<b>3</b>
Insurance - Other	1					1
Payroll - Other	1					1
Pensions - Other					1	1
<b>Housing Needs and Support</b>	<b>48</b>	<b>139</b>	<b>86</b>	<b>15</b>	<b>43</b>	<b>331</b>
Application for social housing waiting list	2	10	4	2	2	20
Banding	3	3	4		2	12
Bidding		1				1
Homelessness application - family	29	63	36	2	18	148
Homelessness application - single person	7	34	20	4	9	74
Issues with Private Sector accommodation offer		3		3		6
Lettings		1				1
Offers of accommodation	1	16	8	1	5	31
Officer conduct	1		4	1	1	7
Temporary Accommodation or Bed & Breakfast	5	8	10	2	6	31
<b>Housing Services</b>	<b>14</b>	<b>172</b>	<b>168</b>	<b>70</b>	<b>225</b>	<b>649</b>
Anti - Social Behaviour	2	16	10		11	39
Application		1				1
Arrears		6			1	7
Asbestos Safety		2	2	1	2	7
Banding				2		2
Bedroom Entitlement				1		1
Billing			1		2	3

Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total
Communal Cleaning	1	2			1	4
Communal Repair		13	13	10	31	67
Complaints about Oakray		1	1		1	3
Complaints about PS Staff		2	1		4	7
Complaints about Wates		3	7	1	7	18
Damp and/or mould		11	13	3	16	43
Decision		2				2
Electrical Safety		1	3	2	1	7
Estate Services		6	2		2	10
Gas Safety		4	4			8
Ground Maintenance		1	1		3	5
Housing Customer - Other	4	13	14	11	12	54
Housing Enforcement - Other		2		1		3
Landlord Licence - Other	1	1	1		1	4
Leasehold Enquiries		3	4	1	7	15
Lettable standard			1		1	2
Lettings process			1			1
Lift Safety					1	1
My New Home					1	1
My Personal & Household Details		1			1	2
Noise Nuisance		2				2
Other	3	12		1		16
Outstanding Repairs - Other	1	26	29	15	41	112
Overcrowding		1	1			2
Parking	1	2			1	4
Payment / Arrears		5				5
Planned Maintenance Of My Property		1	2	1	2	6
Poor Customer Service		6	3		7	16
Quality of works		1				1
Rent Refund		3	1			4
Repairs To My Property (Including Inspections)		16	42	17	64	139
Right To Buy		1	1	1	3	6
Service Failure	1	2	1	2	1	7
Sound Insulation		1	2			3
Tree Maintenance			1			1
Water Safety		2	6			8
<b>Inclusive Regeneration and Employment</b>		<b>22</b>	<b>7</b>		<b>2</b>	<b>31</b>
Brent Employment & Skills Service - Other					1	1
CIL (Community Infrastructure Levy) matters					1	1
Decision to take action flawed		1				1
Inadequate Investigation or Analysis		3				3
Lack of action		1				1
Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total

Lack of enforcement		1				1
Other		3	1			4
Other Planning matters		2	1			3
Planning Enforcement - Inadequate Investigation		2				2
Planning Enforcement - poor customer service		3	1			4
Planning Enforcement -Decision to take Planning Enforcement Action		1				1
Planning Enforcement - Other		5				5
Planning Policy - Other			1			1
Poor Customer Service			1			1
South Kilburn Estates Regeneration			2			2
<b>Law</b>		<b>5</b>				<b>5</b>
Legal Team - Brent Legal Service		5				5
<b>Organisational Assurance and Resilience</b>		<b>2</b>	<b>1</b>			<b>3</b>
Insurance - Other		1				1
Insurance Claim		1	1			2
<b>Property &amp; Assets</b>	<b>1</b>	<b>13</b>	<b>1</b>			<b>15</b>
Access & Facilities - Brent Civic Centre	1	6				7
Access & Facilities - FM Operational Only Buildings		1				1
Acquisitions & Disposals		2				2
Capital programme - Other		1				1
Commercial Property - Other			1			1
Commercial property management		1				1
Development management - Other		1				1
Residential Construction (new Council homes)		1				1
<b>Public Health, Leisure &amp; Parks</b>			<b>1</b>			<b>1</b>
Sports - Customers / Users			1			1
<b>Public Realm</b>	<b>13</b>	<b>73</b>	<b>32</b>	<b>8</b>	<b>22</b>	<b>148</b>
Allotments	1					1
Bins - Damaged / Missing / Etc		1			1	2
Bins - missed		1				1
Bins - Missed Collection			1			1
Brent Connects		1				1
Cleaning schedule			1			1
Communal Cleaning		2			1	3
Community Group		1				1
Contact Issues		1				1
Environmental enforcement team - Waste & Litter (Domestic)		1				1
Environmental enforcement team – other		1				1
Environmental Health Query		1				1
Estate Parking		1			1	2
Fly tipping	1					1
Food Safety Query			1			1

Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total
Ground Maintenance	1					1
Grounds Maintenance		2	2		1	5
Health and Safety concern			1			1
Highways Management - Blocked Drains, Leaks & Floods			1			1
Highways Management - Defects (Other)			1		1	2
Highways Management - Defects (Pavements)		2	1			3
Highways Management - Defects (Road Markings)		1				1
Highways Management - Kerbs (Drop Kerb Application)		1	2		1	4
Highways Management - Kerbs (Kerbs & Pavements)			1			1
Highways Management - Road Closures/Diversions		1				1
Highways Management - Street Lighting	1					1
Highways Management - Traffic Control		1				1
HS&P - Bailiff Action		1				1
HS&P - bay suspension		1				1
HS&P - Buses - Other	1					1
HS&P - Disabled Bay		2			1	3
HS&P - Enforcement (Tow Away)		1			1	2
HS&P - Other		2	1		2	5
HS&P - Parking Enforcement	2	24	4	7	7	44
HS&P - Permits	1	10	5		3	19
HS&P - poor customer service			1			1
HS&P - Signage & Information			1			1
HS&P- School Travel Schemes		1				1
Incident involving vehicle			1			1
Litter		2				2
NHM Multiple Issues		3	1	1		5
Parks - allotments holders day to day issues		1	1			2
Parks - Event Management		1				1
Parks - Management Issues		1	1			2
Parks - Other		2				2
Parks - Playgrounds & Play Areas	1					1
Pest Control - Other			1			1
Pest Control - Delay / Failure to respond	1					1
Public Realm - other		1				1
Quality / lack of communication / contact			1			1
Refuse service					1	1
Staff attitude/ behaviour			1		1	2
Street Cleaning	2					2
Trading Standards Query	1		1			2
<b>Resident Services</b>	<b>6</b>	<b>255</b>	<b>75</b>	<b>22</b>	<b>70</b>	<b>428</b>
Accessing My Account					1	1
Appointee + Deputyship		1				1

Department	Complaint Withdrawn / Not pursued	Not Upheld	Partly Upheld	Rejected	Upheld	Grand Total
Benefits - Delay In Assessment		1		1	2	4
Benefits - Staff Attitude		1				1
Benefits Assessment		2				2
Births, Marriages & Deaths		1			1	2
Blue Badge - Assessment	1		1		2	4
Blue Badge - Other					1	1
Business Rates - Account		3				3
Business Rates - Billings / Liability		1				1
Business Rates - Other		1				1
Cemetries - Graves	1				1	2
Cemetries - Ground Maintenance					1	1
Cemetries - Incorrect action taken/service provided	1					1
Cemetries - poor customer experience			1			1
Client Affairs - Assessments		1	1			2
Contact Centre - Incorrect information / knowledge		1	2		1	4
Contact Centre - Staff Attitude	1		1			2
Contact Centre Call Waiting Times			1			1
Council Tax - Enforcement Action		74	24	2	7	107
Council Tax - Banding		2				2
Council Tax - Discounts/Exemptions	1	17	9		8	35
Council Tax - Other		91	16	10	7	124
Council Tax - Payments, Refunds & Direct Debits		27	1		4	32
Council Tax - Poor Customer Experience		3	1		8	12
Customer Access Contact Centre - Other					1	1
Customer Access Operations - Other	1	2			3	6
Customer Service Centre - Long Waiting Times					1	1
Debt Recovery - Account Enquiries		1			1	2
Debt Recovery - Customer Service			1			1
Debt Recovery - Invoicing / Billing			3			3
Debt Recovery - Other		1				1
Debt Recovery - Payments		1			1	2
Debt Recovery - Recovery		3	1		1	5
Freedom Pass - Assessment			1			1
Housing Benefits - Other		2	1	5	1	9
Hubs - Poor Customer Service		2	1			3
Independent Travel - Other		1	1		1	3
Libraries – Availability of Stock					1	1
Libraries – Environment		2		1		3
Libraries - Facilities and Furniture					2	2
Libraries – IT equipment					1	1
Libraries - Other		2	1	1	3	7
Libraries - Poor Customer Service		3	1	1	2	7
Libraries – Poor Event Delivery			1			1
Libraries – Poor website navigation					1	1
Libraries – Staff Conduct			1		1	2

Libraries – Toilet Facilities					1	1
Local Welfare Assistance - DHP's		2				2
Local Welfare Assistance - Other		3	1	1	1	6
Mortuary - Incorrect action taken/service provided		1	1			2
Overpayments - Customer Service					1	1
Overpayments - Other			1			1
Overpayments - Recovery			1		1	2
Poor Customer Service		1				1
Third Party Issue		1			1	2
<b>Strategic Housing</b>	<b>2</b>	<b>1</b>	<b>4</b>		<b>3</b>	<b>10</b>
Hyde Housing			2			2
Notting Hill Genesis					1	1
Other			2		1	3
Other (smaller RP)	1	1				2
Peabody	1					1
SNG					1	1