

COMPLAINTS HANDLING ANNUAL REPORT 2022/23

1. OVERVIEW

- We have been reporting annually on our complaints handling since 2014/15.
- This report covers Financial Year 2022/23.
- The statistics on page 2 of this report show our complaints handling performance for the last 3 years.
- The total number of complaints we received in 2022/23 was 36, up from 30 in the previous year.
- We also gather information that is more comment or compliment to help us continually improve the service we provide to the public.

2. COMPLAINTS HANDLING PERFORMANCE

The key points to note are:

- In 2022/23, we recorded a total of 36 complaints (compared with: 30 in 2021/22; and 6 in 2020/21*).
- All complaints were considered at the frontline resolution stage (97% last year).
- All of the complaints we received were closed within 5 working days (100% last year).
- No complaints were escalated to the review stage in 2022/23. One complaint was escalated to the review stage in 2021/22 and was resolved and closed within 5 working days.
- 6% of the complaints we received were completely upheld (14% last year), 17% were partially upheld (28% last year), and 78% were not upheld (59% last year).

(* The number of complaints in 2020/21 was very low due to the Covid-19 pandemic and therefore not representative of a 'normal' year.)

3. AWARENESS RAISING

The *Standards of Service* page on our website explains in detail our arrangements for handling complaints and helps to make the process more user-friendly.

In addition, an internal Intranet page is used to guide all staff in receiving, handling and reporting complaints.

Performance Indicator analysis		20/21	21/22	22/23
Ref	Measure			
1	total number of complaints received	6	30	36
2	number of complaints considered at the frontline resolution stage	6	29	36
3	percentage of complaints considered at the frontline resolution stage	100%	97%	100%
4	number of complaints closed at the frontline resolution stage within 5 working days	6	29	36
5	percentage of complaints closed at the frontline resolution stage within 5 working days	100%	100%	100%
6	number of complaints where an extension to the 5 working day timeline has been authorised	0	0	0
7	percentage of complaints where an extension to the 5 working day timeline has been authorised	0%	0%	0%
8	number of complaints upheld at the frontline resolution stage	1	4	2
9	number of complaints partially upheld at the frontline resolution stage	1	8	6
10	number of complaints not upheld at the frontline resolution stage	4	17	28
11	number of complaints remaining open at the frontline resolution stage	0	0	0
12	percentage of closed complaints upheld at the frontline resolution stage	17%	14%	6%
13	percentage of closed complaints partially upheld at the frontline resolution stage	17%	28%	17%
14	percentage of closed complaints not upheld at the frontline resolution stage	67%	59%	78%
15	percentage of complaints remaining open at the frontline resolution stage	0%	0%	0%
16	average time in working days to resolve complaints at the frontline resolution stage	1	2	2
17	number of complaints considered at the review stage of the CHP	0	1	0
18	percentage of complaints considered at the review stage of the CHP	0%	3%	0%
19	number of complaints resolved at the review stage within 20 working days	0	1	0
20	percentage of complaints resolved at the review stage within 20 working days	0%	100%	0%
21	number of complaints where an extension to the 20 working day timeline has been authorised	0	0	0
22	percentage of complaints where an extension to the 20 working day timeline has been authorised	0%	0%	0%
23	number of complaints upheld at the review stage	0	0	0
24	number of complaints partially upheld at the review stage	0	0	0
25	number of complaints not upheld at the review stage	0	1	0
26	number of complaints remaining open at the review stage	0	0	0
27	percentage of complaints upheld at the review stage	0%	0%	0%
28	percentage of complaints partially upheld at the review stage	0%	0%	0%
29	percentage of complaints not upheld at the review stage	0%	100%	0%
30	percentage of complaints remaining open at the review stage	0%	0%	0%
31	average time in working days to resolve complaints at the review stage	N/A	5	N/A