

Compliance Reporting
Complaints Handling April 2019-March 2020

Complaints received

Total number of complaints: **65**

Stage 1: **55**

Stage 2: **10** (8 direct + 2 escalated)

2 complaints were not responded to on time.

Quarter 1 total: 17

Stage 1: 13

Stage 2: 4 (3 direct + 1 escalated)

Quarter 2 total: 19

Stage 1: 18

Stage 2: 1 (direct)

Quarter 3 total: 18

Stage 1: 17

Stage 2: 1 (direct)

Quarter 4 total: 11

Stage 1: 7

Stage 2: 4 (3 direct + 1 escalated)

Outcomes

Fully upheld: **23** (20 at stage 1; 3 at stage 2)

Partially upheld: **11** (8 at stage 1; 3 at stage 2)

Not upheld: **24** (21 at stage 1; 3 at stage 2)

Not pursued: **6** (5 at stage 1; 1 at stage 2)

Pending: **1** (1 at stage 1; 0 at stage 2)

- The outcome for 1 complaint from Quarter 3 (on lighting around the ponds) is still pending as the planned review of the landscaped area has not yet been completed.

Time taken

The average time taken to deal with complaints at stage 1 was 3.5 days.

The average time taken to deal with complaints at stage 2 was 13.6 days.

Trends 2019-20

- The total number of complaints (65) is up slightly on the previous year (57). The number of investigation complaints (10) is down significantly on last year (20 in 2018-19) but up slightly compared to an average of 7 per year from 2014-15 to 2017-18 inclusive. A key reason for the overall increase was the number of frontline complaints (13) about delays and procedures put in place during periods of heightened security, especially in September 2019. The number of escalated complaints remains low.
- The proportion of complaints fully or partially upheld (52%) was up slightly on 2018-2019 (46%). A higher proportion of complaints were fully upheld in 2019-20 (35% of all complaints) than in 2018-19 (26% of all complaints).
- Recurrent topics included equalities and (again) staff conduct/attitude. There were also 2 further complaints this year about lighting around the ponds. This issue has been raised several times since 2014 and it will be considered as part of a planned review of the landscaped area.