

## Appendix E – Corporate and Statutory Complaints 2019/20

The LGSCO only consider complaints that have already been through the authority's complaints process. The following tables have been included to show complaint statistics from the Council's corporate and statutory complaints processes in 2019/20.

Table 1, below, shows the number of corporate complaints closed in the Council's digital platform, Firmstep, during 2019/20 and includes the number and percentage of complaints upheld.

Table 1	Children's Services	Executive Office	People	Place	Finance	ODPH	Customer and Corporate Services
<b>No. of Complaints Closed</b>	15	46	89	4529	73	124	435
<b>No. Upheld</b>	6	8	15	2073	23	11	160
<b>Upheld rate (%)</b>	40%	17%	17%	46%	32%	9%	37%

Table 2, below, shows the number of complaints closed by the statutory complaints team during 2019/20 and includes the number of complaints upheld or partially upheld in the upheld rate.

Livewell Southwest data is left blank as reporting on complaints only started mid year.

Table 2	Children's Social Care		Adults Social Care (Statutory Complaints Process)		
	Statutory Complaints Process	Corporate Complaints Process	Adult Social Care	Statutory Providers	Livewell Southwest
<b>No. of Complaints closed</b>	54	58	18	19	-
<b>No. Upheld / Partially Upheld</b>	32	23	12	11	-
<b>Upheld rate (%)</b>	60%	40%	67%	58%	-

Table 3, below, compares complaint data from 2019/20 with the previous year (18/19).

Table 3	Corporate Complaints		Statutory Complaints	
	Total 2019/20	Total 2018/19	Total 2019/20	Total 2018/19
<b>No. of Complaints Closed</b>	5317*	6859	149	-
<b>No. Upheld**</b>	2296	3267	78	-
<b>Upheld rate (%)</b>	28%	31%	52%	62%

\*6 complaints were closed at triage stage as outside policy.

\*\* Partially upheld complaints are included in the statutory complaints totals.

This shows a significant reduction in the volume of corporate complaints received and upheld. The upheld rate has also improved.

Table 3 also shows an improvement in the upheld rate for statutory complaints. Reporting processes for Statutory Complaints have changed significantly within the year, mainly due to the complaints system requiring re-tendering, and as a result it is not possible for a direct comparison to be made in respect of complaint volumes.