

APPENDIX E – Corporate and Statutory Complaints 2018/19

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 our corporate and statutory complaints processes in 2018/19.

The table below shows the number of corporate complaints closed in the Council's digital platform, Firmstep, during 2018/19 and includes the number of complaints upheld with a percentage upheld rate.

	Children's Services	Executive Office	People	Place	Finance	ODPH	Transformation and Change	Customer and Corporate Services
No. of Complaints Closed	30	18	76	6058	21	114	470	72
No. Upheld	12	3	11	2994	6	20	190	31
Upheld rate (%)	40%	16.67%	14.47%	49.42%	28.57%	17.54%	40.43%	43.06%

The table below shows the number of statutory complaints closed during 2018/19 and includes the number of complaints upheld or partially upheld with a percentage upheld/partially upheld rate.

	Children's Social Care	Adults Social Care
No. of Complaints closed	92	194
No. Upheld	16	42
No. Partially Upheld	41	78
Upheld/Partially Upheld rate (%)	62%	62%