

CUSTOMER CARE COMPLAINTS AND COMPLIMENTS BREAKDOWN FOR 2024/2025

1073

Total Cases

824

Total Complaints

806

Stage 1 Complaints

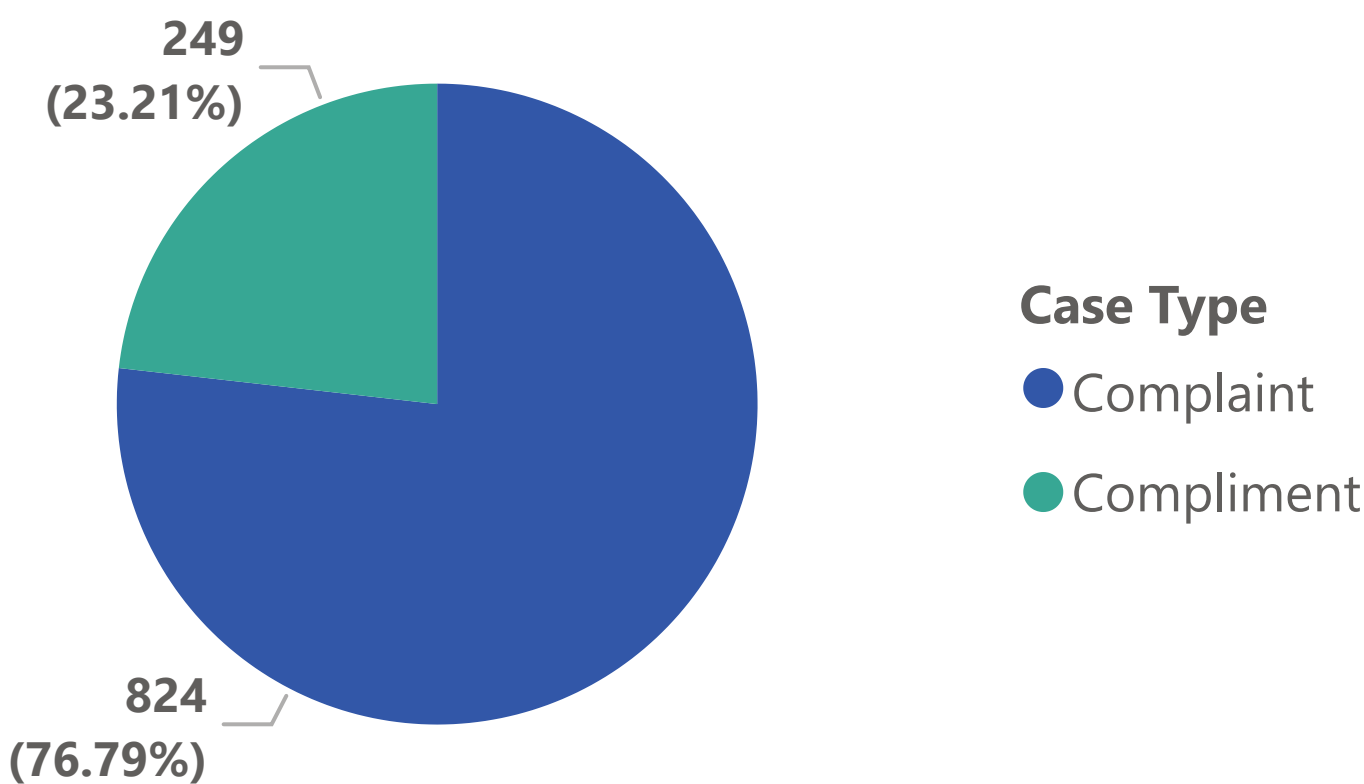
18

Stage 2 Complaints

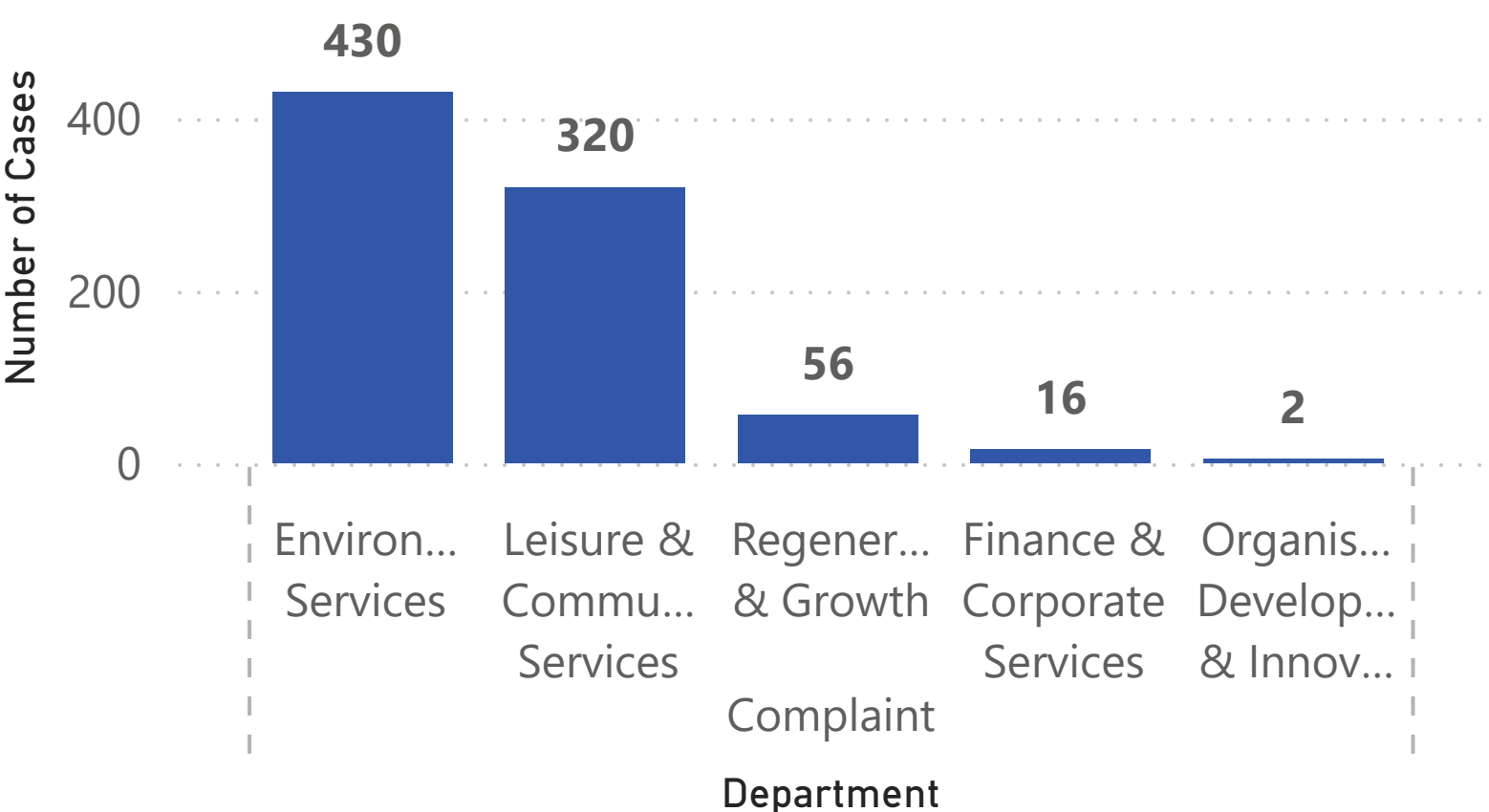
249

Total Compliments

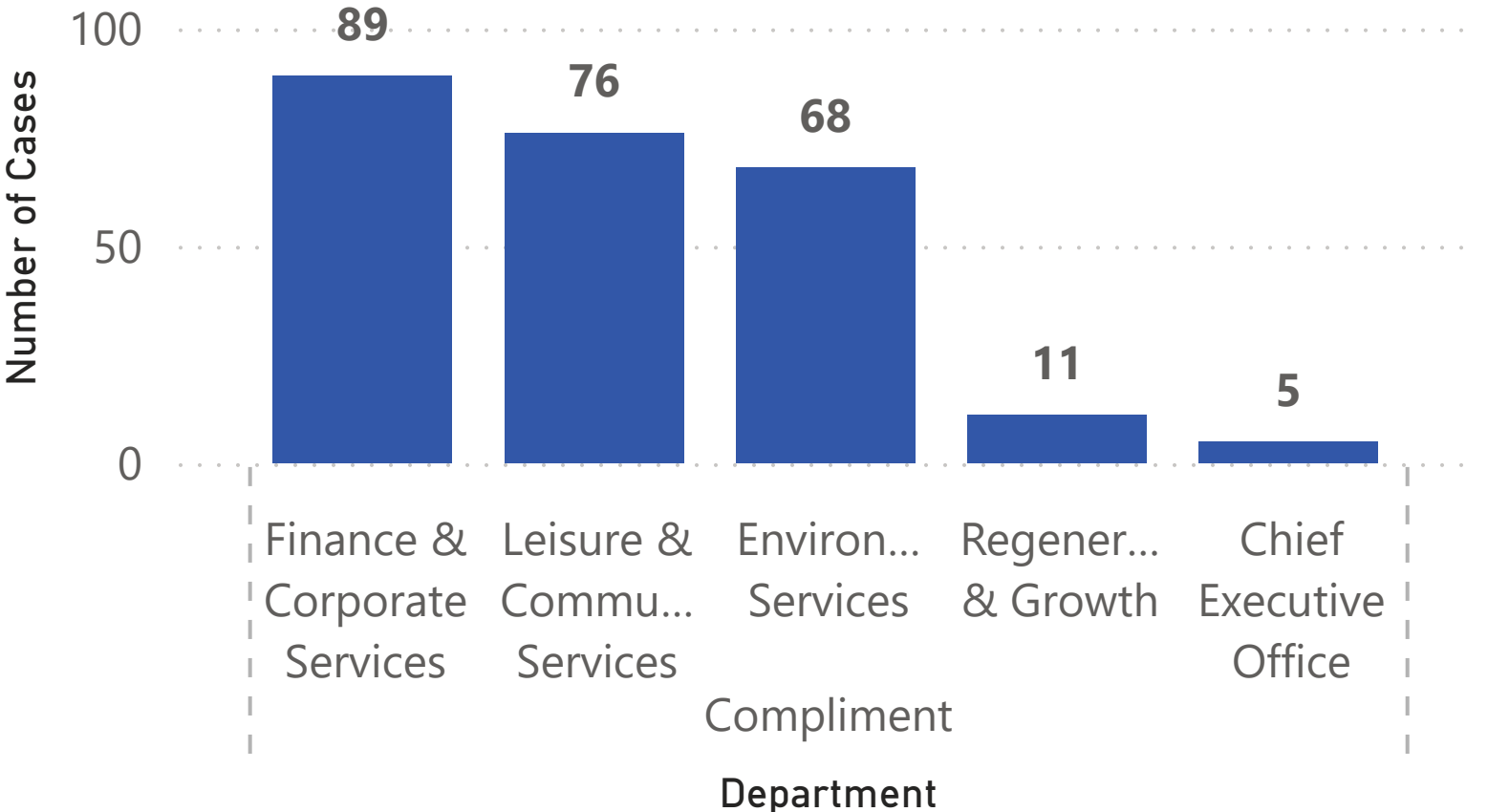
Case Type Distribution



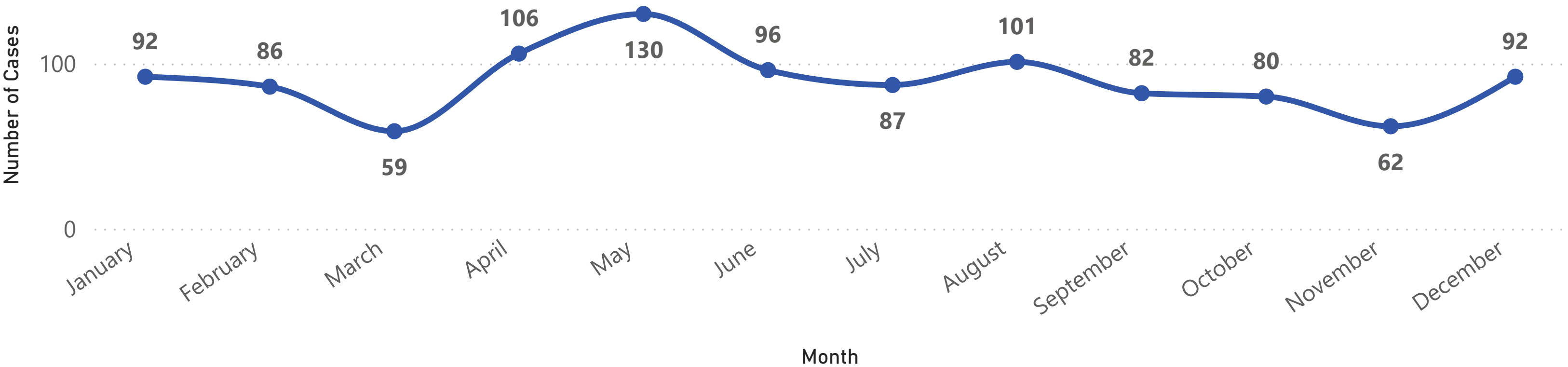
Complaint Case Types by Department



Compliment Case Types by Department



Cases Submitted Over Time



16

Extended Cases

44

Late Cases

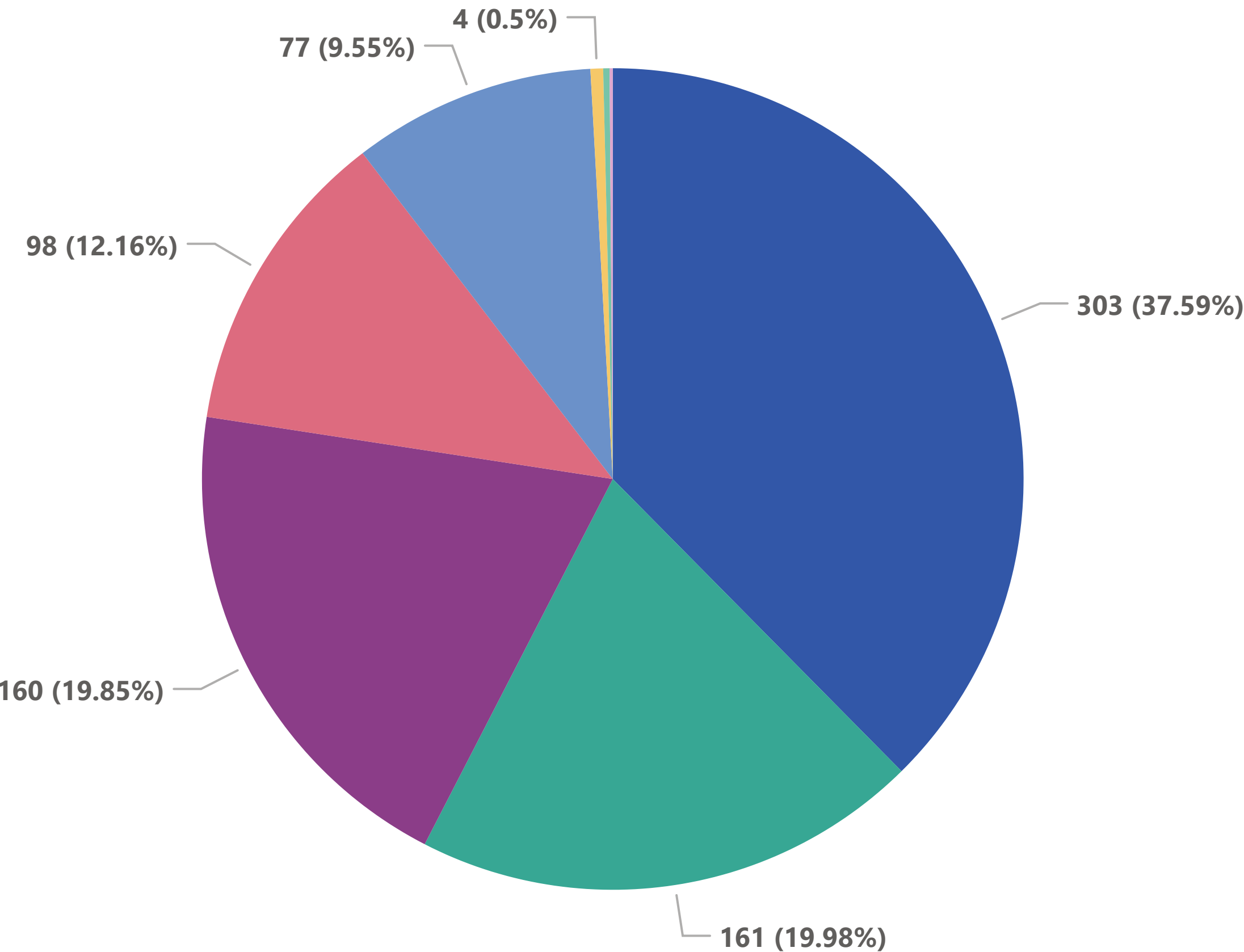
CUSTOMER CARE STAGE 1 COMPLAINT OUTCOMES FOR 2024/2025

806

Total Cases

Complaint Outcomes

Response Outcome   ● Complaint upheld in full   ● Complaint not upheld   ● Resolved   ● Redacted Outcome   ● Complaint upheld in part   ● Non Council   ● Withdrawn   ● Remedy offered



Response Outcome	Number of Cases
Complaint upheld in full	303
Complaint not upheld	161
Resolved	160
Redacted Outcome	98
Complaint upheld in part	77
Non Council	4
Withdrawn	2
Remedy offered	1
Total	806

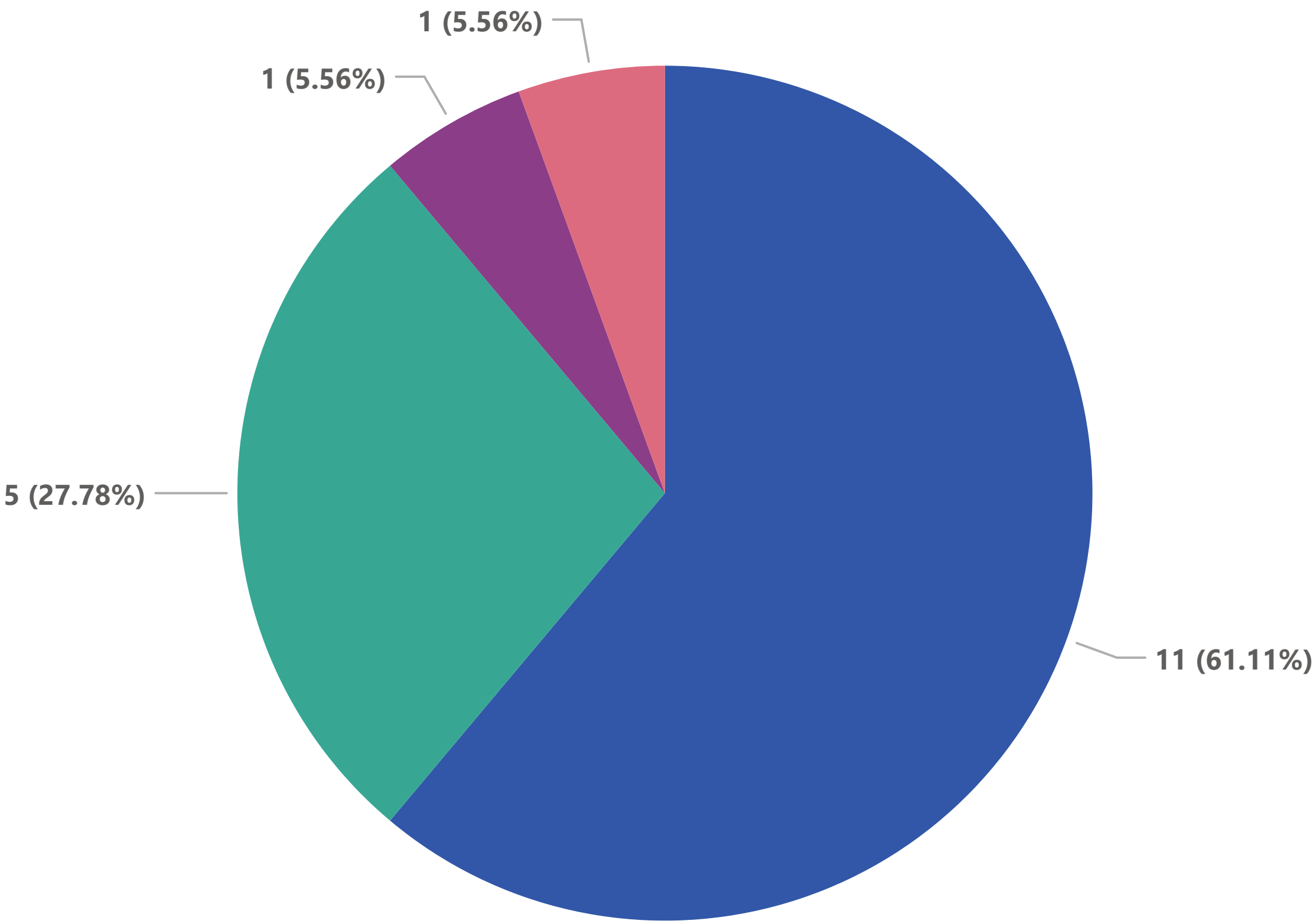
# CUSTOMER CARE STAGE 2 COMPLAINT OUTCOMES FOR 2024/2025

18

Total Cases

## Complaint Outcomes

Response Outcome   ● Complaint not upheld   ● Complaint upheld in full   ● Complaint upheld in part   ● Withdrawn



Response Outcome	Number of Cases
Complaint not upheld	11
Complaint upheld in full	5
Complaint upheld in part	1
Withdrawn	1
Total	18

# CUSTOMER CARE STAGE 1 & 2 FULLY UPHELD COMPLAINT OUTCOMES FOR 2024/2025

Complaint Outcomes Upheld in Full by Classification Type

