

Appendix 4 – Summary Analysis by Directorate 2015/16 – 2016/17

Complaints analysis 2015/16

Directorate	Total no. complaints (inc open & date errors)	Total closed (with response date)	% closed	Total upheld/ partially upheld (out of closed with response date)	Responded to within SLA (out of those closed with a response date)	Learning outcomes recorded (out of those upheld or partially upheld)
People Services – Adults Social Care	44	39	89%	25 (64%)	32 (82%)	15 (60%)
People Services - Children and Young People	47	41	87%	19 (46%)	24 (59%)	15 (79%)
Communities and Place	220	137	62%	55 (40%)	98 (72%)	42 (76%)
Organisation and Governance	90	79	88%	49 (62%)	75 (95%)	37 (76%)
TOTAL	401	296	74%	148 (50%)	229 (77%)	109 (74%)

Complaints analysis Q2 2016/17

Directorate	Total no. complaints (inc open & date errors)	Total closed (with response date)	% Closed	Total upheld/ partially upheld (out of those closed with response date)	Responded to within SLA (out of those closed with a response date)	Learning outcomes recorded (out of those upheld or partially upheld)
People Services – Adults Social Care	21	18	86%	13 (72%)	13 (72%)	12 (92%)
People Services - Children and Young People	42	8	19%	2 (25%)	7 (88%)	1 (50%)
Communities and Place	131	63	48%	37 (59%)	46 (73%)	31 (84%)
Organisation and Governance	70	61	87%	35 (57%)	57 (93%)	31 (89%)
TOTAL	264	150	57%	87 (58%)	123 (82%)	75 (86%)