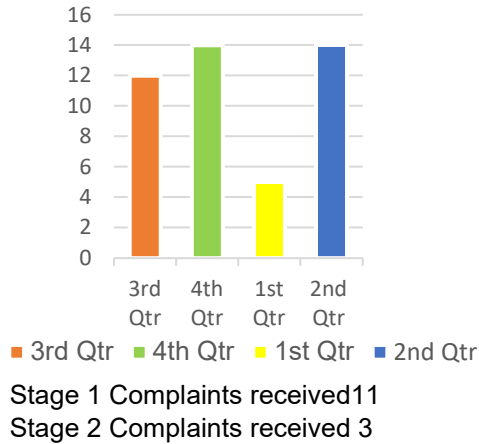


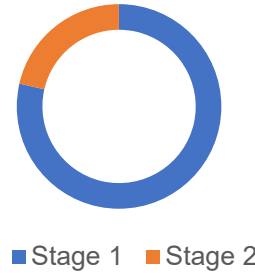
Complaints Report – Quarter 2 2023/24



Total number of complaints received

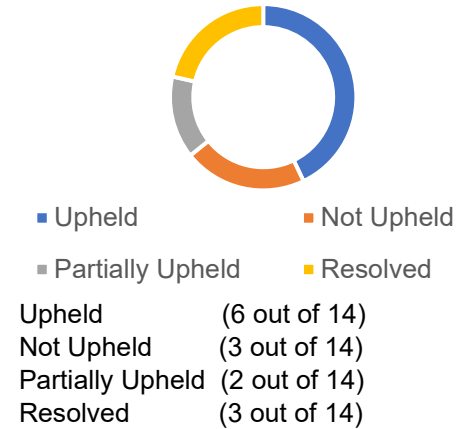


Total number of complaints responded to

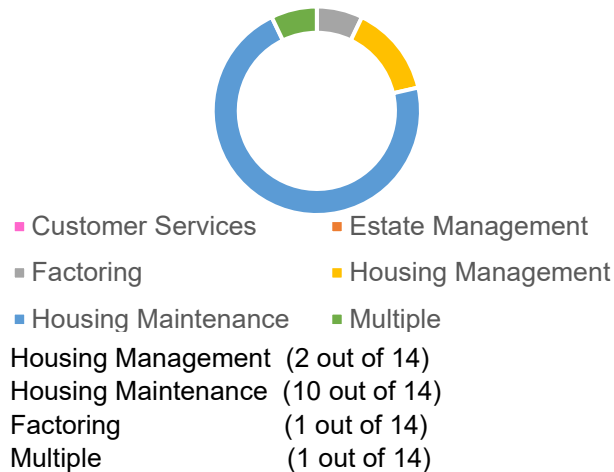


Stage 1 Complaints responded to 11
 Stage 2 Complaints responded to 3
 There was 1 equalities complaint reported in Q2.

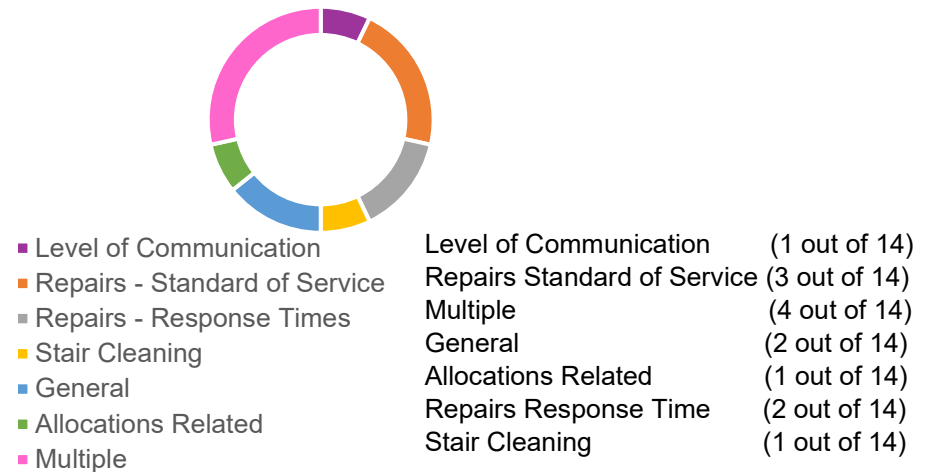
Total Number of complaints upheld

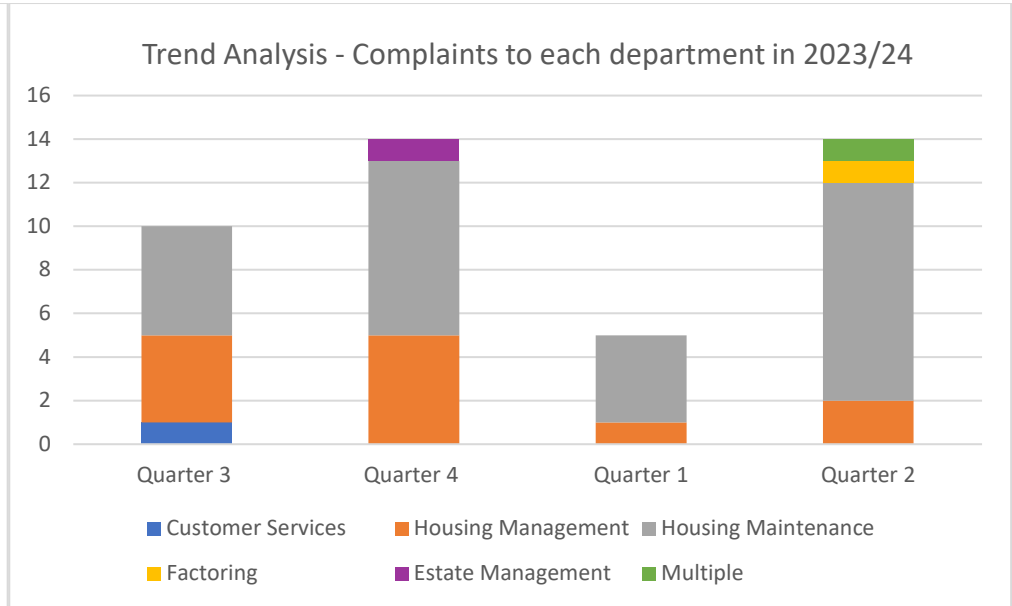
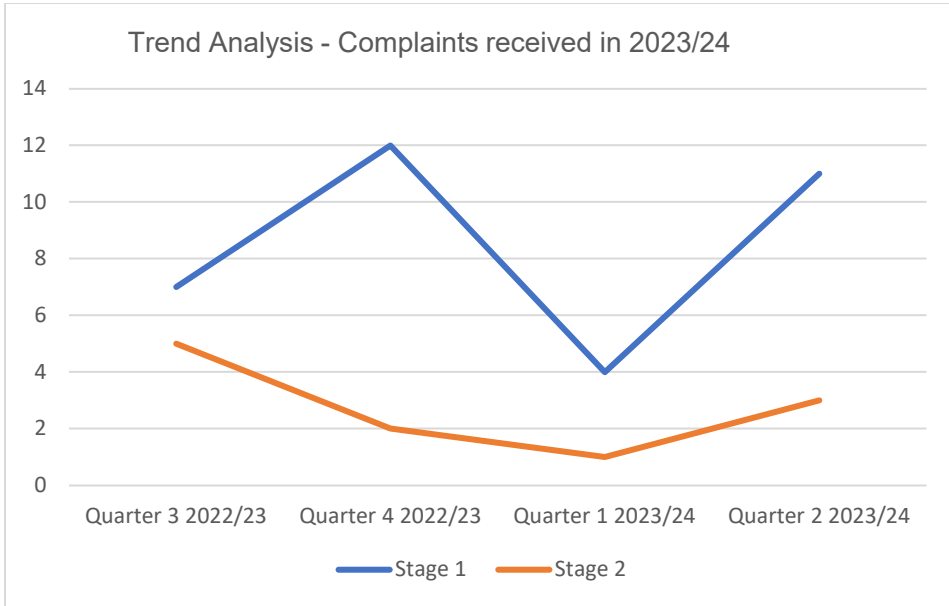


Department complaint was to Q2



Subcategory of complaints dealt with in Q2

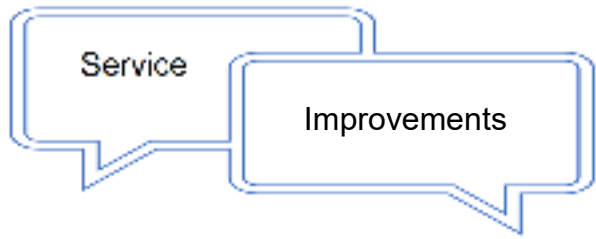




The average number of days taken to resolve Stage 1 complaints was 3.5 days. Two complaints were granted a five-day extension; this was approved by Senior Management.



The average number of days taken to resolve Stage 2 complaints was 15 days.



No service improvements were reported in Quarter 2.