

2018-19 Quarter 2 (July –September) complaints

Please note that complaints are considered under the Council’s two stage [Complaints Handling Procedure](#) (the CHP).

If you have any questions about these statistics, please contact the Council’s Corporate Complaints Team at customercomplaints@pkc.gov.uk or on 01738 477955.

Complaints received	
Total number of complaints received in the period (this is the sum of the number of complaints received at Stage 1 of the CHP or considered only at Stage 2)	440
Population (mid-year estimate)	151,100
Total number of complaints received per 1,000 population	2.9
Complaints closed	
Total number of complaints closed in the period	401
Population (mid-year estimate)	151,100
Total number of complaints closed per 1,000 population	2.7
Number of complaints closed at Stage 1	372
Number of complaints closed at Stage 1 as % of all complaints closed	92.8%
Number of complaints closed at Stage 2	29
Number of complaints closed at Stage 2 as % of all complaints closed	7.2%
Complaints upheld, partially upheld and not upheld – Stage 1	
Number of complaints upheld at Stage 1	118
Number of complaints closed at Stage 1	372
Number of complaints upheld at Stage 1 as % of all complaints closed in full at Stage 1	31.7%
Number of complaints not upheld at Stage 1	157
Number of complaints closed at Stage 1	372
Number of complaints not upheld at Stage 1 as % of all complaints closed in full at Stage 1	42.2%
Number of complaints partially upheld at Stage 1	97
Number of complaints closed at Stage 1	372
Number of complaints partially upheld at Stage 1 as % of all complaints closed in full at Stage 1	26.1%

Complaints upheld, partially upheld and not upheld – Stage 2	
Number of complaints upheld at Stage 2	0
Number of complaints closed at Stage 2	29
Number of complaints upheld at Stage 2 as % of all complaints closed in full at Stage2	0%
Number of complaints not upheld at Stage 2	14
Number of complaints closed at Stage 2	29
Number of complaints not upheld at Stage 2 as % of all complaints closed in full at Stage2	48%
Number of complaints partially upheld at Stage 2	15
Number of complaints closed at Stage 2	29
Number of complaints partially upheld at Stage 2 as % of all complaints closed in full at Stage2	52%
Average time in working days for full response to complaints at each stage	
Sum of total number of working days for all complaints closed at Stage 1	2053
Number of complaints closed at Stage 1	372
Average time in working days for a full response to complaints closed at Stage 1	5.5
Sum of total number of working days for all complaints closed at Stage 2	581
Number of complaints closed at Stage 2	29
Average time in working days for a full response to complaints closed at Stage 2	20
Number and percentage of complaints at each stage closed within set timescales of 5 days (Stage 1) or 20 days (Stage 2)	
Number of complaints closed at Stage 1 within 5 working days	255
Number of complaints closed at Stage 1	372
Number of complaints closed at Stage 1 within 5 working days as % of total number of Stage 1 complaints	68.5%
Number of complaints closed at Stage 1 where an extension to 5 working day timescale has been authorised	31.5%
Number of complaints closed at Stage 2 within 20 working days	22
Number of complaints closed at Stage 2	29
Number of complaints closed at Stage 2 within 20 working days as % of total number of Stage 2 complaints	76%
Number of complaints closed at Stage 2 where an extension to 20 working day timescale has been authorised	24%